

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Gaborone	2. AGENCY State	3a. POSITION NO. C59902
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. Yes No

4. REASON FOR SUBMISSION

- a. Redescription of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- b. New Position
- c. Other (explain) New Incumbent

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Computer Management Assistant (LAN)	8		
b. Other	FSN-1805			
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Computer Management Assistant (LAN)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION AmEmbassy Gaborone / IPC	a. First Subdivision Information Program Center
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b. Second Subdivision Management Section	c. Third Subdivision
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9. This is a complete and accurate description of the duties and responsibilities of my position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between;"> Typed Name and Signature of Employee Date(mm-dd-yyyy) </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between;"> Typed Name and Signature of Supervisor Date(mm-dd-yyyy) </div>
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between;"> Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yyyy) </div>	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between;"> Typed Name and Signature of Admin or Human Resources Officer Date(mm-dd-yyyy) </div>
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13. BASIC FUNCTION OF POSITION
Incumbent is the Computer Management Assistant (LAN) responsible for the daily Administration, Operations and Maintenance of post's unclassified Local Area Network, communications infrastructure and Automated Digital Processing systems hardware and software. Incumbent is responsible for ensuring all standards and security configurations are applied under DoS DS and IRM regulations and practices. Incumbent is responsible for providing for system and user requirements, training, programming, procurement and system supplies.

14. MAJOR DUTIES AND RESPONSIBILITIES **100 % OF TIME**
Incumbent is the Computer Management Assistant (LAN) responsible for implementing and carrying out the daily activities and tasks associated with the Administration, Operations and Maintenance of post's unclassified Local Area Network, communications infrastructure and Automated Digital Processing systems hardware and software, supporting all agencies as required. Incumbent may assist in the planning of future projects, upgrades, expansion and enhancement of post's LAN resources in order to expedite and ensure the continued productivity of all personnel at post.

Incumbent's LAN responsibilities include but is not limited to a communications infrastructure based on CAT5 level wiring supported by a satellite link Backbone with Virtual Private Network Internet link backup alternate routing, and at present - 2

leased circuits supporting offsite locations (HU and CDC) serving approximately 15 workstation/personnel. A single domain supported by 12 servers (PDC, BDC/Exchange, BDC/File, BDC/Application, Member/SQL, Member/SMS, Member/Symantec AntiVirus, Member/Clout (2 - Primary/Secondary), Member/IIS, Member/IPC, and Member/CA; and approximately 100 workstations/users located in multiple buildings on the embassy compound, supporting State, DAO, ODC, and some limited support to IBB, ILEA and CDC personnel.

Incumbent provides assistance as needed and available to the other U.S. government agencies at post, but located off-site, including AID, CDC, ILEA, PC, and IBB.

Administration: Incumbent is responsible for, but not limited to, daily administration of the OpenNetPlus LAN, Internet and other standalone's, and applies all DoS / DS / IRM security standards and configurations as required to all hardware and software systems; applies user, file, directory access rights as required per standards; performs server, file and application backups; reviews event and other logs for entries denoting problems or unusual activity; installs and ensures Anti-Virus and ScanMail updates are applied. Incumbent adds, modifies and remove users and resources to and from the network. Explains security procedures as necessary, and gives the Security Briefing to each user, and ensures it is acknowledged and kept on file. Obtains or creates sufficient reference and instructional material, and ensures it is kept on-hand and available on-line, to assist users as needed. Incumbent provides one-on-one or classroom training to users on the hardware and software of DoS / Post's standard workstation. Incumbent reports Administration issues and problems directly to the Systems Manager or Assistant.

Operations: Incumbent is responsible for, but not limited to, the daily Operations of the LAN systems and resources by ensuring sufficient protection against natural hazards as well as virus, worms, social engineering and other forms of direct attack are guarded against. Incumbent installs and configures hardware and software per DoS DS and IRM security requirements and standard operating procedures. Incumbent provides immediate user assistance and support as necessary, both by phone and directly in person as needed. In this regard, troubleshoots network, hardware and/or software problems to provide resolution. Incumbent creates, modifies and maintains programming of Visual Basic, SQL, Access, and Excel spreadsheets. Incumbent reports Operational issues and problems directly to the Systems Manager or Assistant.

Maintenance: Incumbent is responsible for the Maintenance of post's LAN, and in this capacity ensures that any failures due to hardware or software problems, are handled correctly and expeditiously in order to minimize downtime. This may include direct troubleshooting of affected systems to determine the defective component. Incumbent must effect repair by fixing the problem or replacing it. Incumbent maintains proper system and mail directory synchronization to keep our systems updated and operating properly. Incumbent reports Maintenance issues and problems directly to the Systems Manager or Assistant.

Software Applications: Incumbent installs, maintains, provides administration and user support for DoS applications including but not limited to the MPP, REMS, NEPA, Stock Control, Worldwide Procurement Database, ROLLS, GRASP, RABIT, DATEL, RFMS, ICASS, WebPASS, T&A, Post Personnel, Travel Manager, eForms, Telegram Creation System, InfoExpress and other AESOP Apps.

Incumbent performs other duties as assigned.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

B.S. or equivalent in Computer Science or related field is preferred, or documented professional education or training on Communications Infrastructure and Networking and Computer Hardware Maintenance is required. Windows 2000/XP (Server) Professional MCSE, Exchange Server Administration MCP, XP Workstation MCP, Cisco Networking - Router & Switch Certification, and MS Office 2000/XP Professional Certification are required. Systems Management Server MCP, and SQL Server MCP preferred. Programming certification in Visual Basic, Access, SQL and Excel Spreadsheet are preferred. Other advanced MCP's and Certifications will be considered.

b. Prior Work Experience:

Three years experience as an IT Systems Administrator of a small to medium sized LAN is required. Must have been responsible for the Administration of the LAN, as well as the daily operations and maintenance. A minimum of 3 years experience as a LAN Administrator in a U.S. Government agency will be considered.

c. Post Entry Training:

On-The-Job will be provided for specific requirements. Incumbent must be able to travel regionally, or to Europe and the United States for training as required, and achieve a passing grade leading to certification.

- d. Language Proficiency: List both English and host country language(s) by level and specialization:
Level 4 both English and Setswana is required.
- e. Job Knowledges:
Advanced knowledge of Communications Infrastructure and Network wiring, as well as technical skills in computer hardware maintenance is required. Advanced knowledge and administrative skills with Cisco Networking Routers and Switches, W2K Server Administration, W2K in a Domain Environment, W2K Active Directory, Exchange Server Administration, and XP Professional Workstation is required. Advanced level knowledge and skills of the MS Office 2000/XP suite of applications is required. Some knowledge and experience with Systems Management Server, SQL Server, programming of Visual Basic, Access, SQL and Excel Spreadsheet preferred.
- f. Skills and Abilities:
Excellent LAN and Network Infrastructure Administration skills are required. Excellent technical troubleshooting skills of infrastructure and network as well as operating systems and applications are required. Excellent Interpersonal skills are required to enable interaction at all levels of FSN's and American's, as well as local and regional personnel.

16. POSITION ELEMENTS

- a. Supervision Received:
Incumbent must perform daily tasks and most administration activities with minimal supervision. Refers complex questions to supervisor. Is supervised directly by the Systems Manager and/or Assistant and the IPC.
- b. Supervision Exercised:
None.
- c. Available Guidelines:
DoS regulations 5 FAM IRM, 5 FAH-5 IT Systems Handbook, IPC Systems SOP, DoS / DS / IRM policies and procedural guidelines, manufacturer and application technical and operation manuals.
- d. Exercise of Judgment:
Extensive daily exercise of judgment is required to successfully administer a Windows domain environment to minimize downtime, in dealing with vendors and especially many users who may have little to no computer skills.
- e. Authority to Make Commitments:
Under the guidance of the American supervisor and in accordance with procedures, having received confirmation - may make commitments involving petty cash purchases for locally purchased material and services.
- f. Nature, Level and Purpose of Contacts:
Extensive daily contact with all levels of DH and FSN employees, as well as local vendors, regional support personnel and other's throughout the DoS.
- g. Time Expected to Reach Full Performance Level:
One years.