

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

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

1. POST Gaborone Botswana	2. AGENCY ILEA	3a. POSITION NO. ILEA-006
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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. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- b. New Position
- c. Other (explain) Update of duties and responsibilities to reflect current 2005 requirements

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Systems Manager – 1801	10		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)
Systems Manager

8. OFFICE/SECTION
International Law Enforcement Academy (ILEA)

a. First Subdivision

b. Second Subdivision

c. Third Subdivision

<p>9. This is a complete and accurate description of the duties and responsibilities of my position.</p> <p>_____</p> <p style="text-align: center;">Typed Name and Signature of Employee Date(mm-dd-yy)</p>	<p>10. This is a complete and accurate description of the duties and responsibilities of this position.</p> <p>_____</p> <p style="text-align: center;">Typed Name and Signature of Local Supervisor Date(mm-dd-yy)</p>
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<p>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.</p> <p>_____</p> <p style="text-align: center;">Typed Name and Signature of American Supervisor Date(mm-dd-yy)</p>	<p>12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</p> <p>_____</p> <p style="text-align: center;">Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)</p>
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13. BASIC FUNCTION OF POSITION

Serves as the Systems Manager within the International Law Enforcement Academy (ILEA) based in Otse Within the International Law Enforcement Academy (ILEA) at OTSE. The incumbent is responsible for providing services in unclassified areas of:

- 1) Data processing, word processing, and technical communication services for the entire ILEA Academy to include Administrative Offices, Class rooms, Laboratories and Class Coordinator’s quarters;
- 2) Technical and training support for ILEA Official staff, Administrative Staff, visiting instructors, Class Coordinator, ILEA course participants and all other official visitors as required;
- 3) Workload is in direct relation to the continued growth of personnel and staff at the ILEA Academy. .

The incumbent will be responsible for the installation and maintenance of all network and desktop resources (hardware and software). All networks will use the Windows 2007, XP and Macintosh operating systems at both the server and desktop levels.

ILEA’s computing facilities consists of three LANS, one for use by the academic and administrative staff, the second to facilitate the Student Computer Laboratory which will be used for delivering training and distance-learning products and the

third to support the International Global Network to track ILEA participants from around the world. In addition incumbent will be required to maintain OpenNet connectivity between ILEA and The Department of State communications network (Open Net). Incumbent must be able to manage six leased lines from BTC and related duties in keeping this arrangement operable using an IP based telephone system platform.

The platform for the following corporate and local applications:

- 1) Time and Attendance (WINTATEL);
- 2) Disbursing and Accounting (WINDATEL);
- 3) Personnel;
- 4) The Non Expendable Property Application (NEPA),
- 5) The Travel Manager application,
- 6) Inter-agency accounting system (ICASS) software,
- 7) ROLLS program,
- 8) Automated cash receipt system (ACRS),
- 9) Unclassified e-mail, task manager, journal, calendar, contact list and notes in the MS Outlook package,
- 10) The Contact List database (DRS),
- 11) The Intranet Home Page for disseminating information which includes the trip planning OAG software, Bid Express, and various other applications,
- 12) The Department's InfoExpress programs including InfoRegs, InfoPolicy, InfoLearn, and Infoforms,
- 13) System Utilities including Norton Antivirus, Scanmail, Ultrabac Backup and restore Software,
- 14) The shared file and print servers for end users, and
- 15) The installation and maintenance as well as the backup of the ID Security system.

The incumbent is responsible for the daily maintenance and support of the ILEA networks, consisting of installation of new software packages, application of upgrades and patches. Troubleshooting and user desktop training is also provided as well as liaison and advise senior ILEA management on various work related matters to include upgrades and new equipment procurement. Additionally, the incumbent is responsible for the following:

1. IGN Server
2. Mac Computers
3. iPad2s
4. IP Telephone System
5. Wireless Networks
6. Smart Boards
7. T.V Network
8. Response Cards
9. Multimedia Equipment
10. Interpretation Equipment
11. ILEA Certificates
12. CCTV
13. Firearms Training Simulator Machine (FATS)
14. Electrical Equipments e.g Microwave, Fridges, Oven, VCR, DVD, Projectors, Decoders, Faxes, Photocopiers
15. Vending Machines
16. Botsnet Accounts

Desktop applications on each of these systems include the DRS, Wireless File, Microsoft Office 2007 suite, Apple OS X version 10.7.3, Outlook 2007, Microsoft XP as well as Internet Explorer, Netscape and Word Perfect and antivirus protection.

The incumbent is directly responsible for the management and administration of the physical computer facility; providing systems analyses, programming, installation, testing, evaluation, troubleshooting, maintenance of operating systems (desktop, server and mini-computer) and application programs including all corporate and local applications.

The incumbent is responsible for the creation, design, updating and maintenance of the ILEA Intranet site. The incumbent is also the backup Webmaster for the ILEA Academy Intranet website. Other functions include ADP virus prevention management using Norton Antivirus on the desktop and Trend Micro Scanmail on the Exchange server.

Provide daily administration of both networks with the objective of ensuring a high availability (100%) of computing resources. Provide first-line technical support on all installed hardware and software, including troubleshooting and resolving network, hardware and software problems. Establish and implement a robust backup plan that will include daily backups of all LAN servers and off-site storage of backup tapes. Monitor the use of network resources to ensure optimum allocation of all resources. Install LAN server and clients' operating system upgrades. Assist with physical cabling of network.

Responsible for the daily maintenance and operation of a 30 work station computer laboratory to include providing basic computer training and introduction to the internet to visiting students. This will require designing a lesson plan to be

approved by senior ILEA management.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Department Applications Interface. 25%.

The incumbent is responsible for the installation, testing, and maintenance of all Department developed and commercial or distributed applications. The incumbent will consult with appropriate authorities at post and in Washington relative to functions and programs of the automation organization, recommending and executing decisions to increase productivity and workflow relative to the operations of the ILEA Academy. This will include ensuring Department of State guidelines are followed by installing Norton Anti-Virus updates on all machines, ensuring that the Department directory synchronization's take place on a routine schedule, updating the InfoExpress programs on a quarterly basis, and ensuring appropriate backup storage of all ILEA and Department applications.

Systems and Technical Control Management. 75%.

This involves 4 distinct areas:

- Analysis,
- Programming,
- Operations, and
- Management Advisory Services.

Analysis

The incumbent is responsible for supervising the performance of or personally performing the following:

- a) Analyses work processes and functions for possible automations (e.g. official functions, guest lists, invitations and form templates)
- b) Analyses hardware and software capabilities to meet current and prospective workloads (e.g. increasing the number of SCSI drives on the application server so that Image blaster images can be stored and quick disaster recovery can be performed),
- c) Analyses, tests, and evaluates operating system software and utilities with respect to hardware in use (e.g. currently evaluating Disk keeper, policy editor, and Backup Exec software on the new NT hardware platform).

Programming

The incumbent is responsible for supervising the performance of, or personally writing applications programs in one or more computer languages based on specifications and system architecture developed during analysis of functions and processes.

An example would be script programming of ILEA's Intranet Website, writing of script programs (Java, Perl) for the purposes of web mastering.

Adapting/writing programs to interface with temporary visitors' work with local programs and applications.

Operations

The person is responsible for supervising the performance of, or personally performing the operation of the control console of a computer system, including such other peripheral equipment as tape and disk drives, flatbed and desktop scanners, zip drives, etc. and for maintaining responsibility for all computer security concerns, including the following:

- a) Under the direction of American ILEA personnel, administering computer systems passwords and implementation of WinNT security guidelines.
- b) Controlling users' access to computer hardware (physical security of the computer room) and escorting maintenance personnel in computer room.
- c) Under the direction of American ILEA personnel managing user access to system directories, shares, domains, etc.)
- d) Under the direction of American ILEA personnel managing network access controls to Department of State and other agencies on OpenNet,
- e) Supervises the monitoring of systems use (illegal or unauthorized access to all systems should be recorded and the appropriate authority informed, system faults and events recorded in a log, etc.) and keeping logs for six months.
- f) Ensures the backup and contingency planning of all critical systems including all servers and ensuring backup equipment is in place if such equipment fails.
- g) Ensuring that offsite backups are appropriately stored.
- h) Ensuring that offsite backup location is maintained and operational at all times.
- i) Co-ordination of computer security activities with the information systems security officer, located at the American Embassy, Gaborone.
- j) Burn CD copies of all applicable lesson plans when requested.
- k) Maintain interpreter equipment, DSTV network (analog system) as well as the windows based ID machine.
- l) Troubleshoot problems on all classroom audio/visual equipment, cameras, CCTV systems, electrical power, multimedia equipment, cell phones and telephone switchboard to include UPS.
- m) Maintain a ILEAs nonexpendable property inventory.
- n) Act as a training assistant to provide classroom support when needed.

Management Advisory Services

The incumbent supervises the performance of, or personally performs the following:

- a) Advises appropriate levels of ILEA management on the computer systems capabilities and limitations,

- b) Works with management in scheduling staff and end user training based on the equipment and software at hand.
- c) Advises on such issues as alternative means to organize, process, or perform work to maximize automation.
- d) Advise management on the latest trends in technology and make recommendations for procurement of equipment as required.

LAN and Systems Security

Establish and implement adequate systems (group and system policies) to ensure the security of all network resources and that access to resources are provided as per applicable agency or department's guidelines.

Install, configure and update systems security (including anti-virus software) according to established procedures. Establish procedures to ensure the physical security of all computing resources and that particular equipment such as servers and mobile computers are adequately protected from unauthorized access.

Issue, manage and monitor the use of passwords.

Ensure that a contingency plan is developed for all critical systems including all servers and routers and that backup equipment is in place if such equipment fails.

Ensure that all computing resources are operated in accordance with agency's computer security policies, standards and guidelines.

User Support and Training

Provides user support for all installed operating systems and application software including Microsoft End-user applications (e.g. MS Office) and Macintosh

Identify training needs and develop appropriate training to individual or groups of users at all organizational levels.

Plan and coordinate external software application training for end-users.

Internet and Distance Learning Resources

Implement and maintain internet access to all designated desktops (including the Student Laboratory).

Liaise effectively with communication and internet service providers to ensure that connectivity to internet and distance learning resources are always available.

Research, suggest and implement methods and new technology (ISDN, DSL, and Video-conferencing, Blackberry etc.) to improve or enhance connectivity to these resources.

Download material required by the Academy when and as necessary.

Advisory Services

Provide advice to the management on the capabilities and limitations of the installed Automated Information Systems (AIS) with regard to ILEA's requirements priorities.

Analyze hardware and software capabilities to meet current and prospective workloads

Assist in recommending and acquiring new computing resources.

Analyze work processes and functions and advise ILEA management of possible automation and modernization

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Accredited Bachelors Degree in the fields of Computer Science and Information Management Systems.

Completion of industry standard certifications to include Microsoft Certified Systems Engineer (MCSE –2000), Microsoft Certified Systems Administrator (MCSA), Microsoft Office User Specialist (MOUS), Microsoft Exchange Server, Microsoft Certified Professional + Internet, Cisco Certified Network Associate, and Comptia A+.

b. Prior Work Experience

Seven years performing LAN/WAN administration, website design and support, audio/visual maintenance as it pertains to

classroom support and in-depth knowledge of all current PC hardware/software standards and support.

c. Post Entry Training

N/A/

d. Language Proficiency

Level IV English (write and speak fluently) is required

e. Knowledge

Must have expert technical knowledge and documented certifications of the following:

Windows 2000 Server and Microsoft XP, Windows Professional operating system, Microsoft Exchange server, MS Office 2000 suite, Databases, Internet and telecommunication technologies to include configuring a local area network (LAN) exchange servers and maintaining leased lines for the majority of ILEAs work stations, basic systems analysis and design techniques, systems and programming documentation techniques. Must know all current desktop applications and antivirus protocols as well to include maintaining connectivity with several commercial and U.S. government networks simultaneously.

f. Skills and Abilities

Expert technical skills to troubleshoot, diagnose and resolve network and computer hardware and software problems and to maximize the capabilities of the organization's AIS resources.

Familiarity with disaster recovery implementation techniques

Candidate must possess expert knowledge of network cabling techniques including use of fiber optic and twisted pair cabling. Must be adaptive and capable of maintaining a non expendable property inventory, Power Point presentation systems as well as CCTV security networks, image capturing/storage hardware and knowledge of modern interpreter support equipment to include, microphones, head sets and booth set-up. Candidate will be required to operate and maintain local applications of a windows based ID issuance system at ILEA.

Must have strong ability to develop and maintain two-way communications and promote computer and automation services and also to resolve priority issues, systems limitations, and correct urgent failure situations, etc. Candidate must have highly refined interpersonal communication skills in servicing ILEA managers and directing over 900 students from 34 African nations each year. Must possess strong oral and written skills, initiative, and judgment.

A deep background in cultural awareness strong customer service skills and a clear knowledge of basic social usage in diplomatic and international settings are absolute musts.

Must possess excellent presentation and training techniques. This position requires incumbent to daily interact with numerous visiting law enforcement officers in setting up classrooms and related computer & audio/visual support each day

16. POSITION ELEMENTS

a. Supervision Received

Incumbent is directly supervised by the Program Director assisted by the Deputy Program Director.

b. Available Guidelines

Able to adjust, e.g. to changing responsibilities, supervisors, technology, and work environment.

c. Exercise of Judgment

Applies sound logic in making decisions. Maintains awareness of organizational realities and audience perspectives.

Able to guide others by example, or by fostering teamwork, or by direct or indirect supervision.

d. Authority to Make Commitments

Deals skillfully and promptly with new situations, difficulties, or regularly assigned work. Demonstrates a readiness and ability to take action within prescribed limits.

e. Nature, Level and Purpose of Contacts

Interacts with customers in a professional manner to promote the mission of training ILEA member countries to combat transnational crimes.

f. Supervision Exercised

Respects, motivates, and oversees career development of staff, but no direct supervision responsibilities.

g. Time Required to Perform Full Range of Duties after Entry into the Position Immediate upon hiring

Upon hiring, the employee should know these systems and perform the job on their own within three months.