



VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: 12/28

OPEN TO: All Interested Candidates/All Sources

POSITION: Information Technology (IT) Manager,
FSN-10/FP-5 (steps 5 through 14)

OPENING DATE: July 6, 2012

CLOSING DATE: July 20, 2012

WORK HOURS: Full-time; 40 hours/week

SALARY: P275,558 p.a. (Starting salary)

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The International Law Enforcement Academy (ILEA) in Otse is seeking an individual for the position of Information Technology (IT) Manager.

BASIC FUNCTION OF POSITION:

Serves as the Systems Manager within the International Law Enforcement Academy (ILEA) based in Otse; responsible for the installation and maintenance of all network and desktop resources (hardware and software); will use the Windows 2000 and XP operating

system at the server and desktop levels; will be required to maintain open net; connectivity between ILEA and The Department of State communications network (Open Net); must be able to manage two leased lines from BTC and related duties; 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; 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; 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 all work station computer laboratory to include providing basic computer training and introduction to the internet to visiting students.

QUALIFICATIONS REQUIRED:

- 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+.
- 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.
- Level IV English (write and speak fluently) is required
- Must know all current desktop applications and anti-virus protocols as well to include maintaining connectivity with several commercial
- 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.

1. A copy of the complete position description listing all duties and responsibilities is available in our internet site http://botswana.usembassy.gov/job_opportunities.html

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Candidates interested in applying for this position must follow the application instructions by submitting an application which contains all of the required information listed below. **Failure to do so will result in an incomplete application which will not be considered.**

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**
3. A current resume or curriculum vitae that provides the same information found on the UAE (see section 6 below for more information); **plus**
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.
6. **If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.**
 - A. Position Title
 - B. Position Grade

- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

SUBMIT APPLICATION TO:

Human Resources Assistant
American Embassy
P.O. Box 90
Gaborone (or hand deliver)
Or email: HROGaborone@state.gov

POINT OF CONTACT

Name Motlalepula Mmakgonya
Telephone: +267 3953982 ext 2421
FAX: +267 3957679

CLOSING DATE FOR THIS POSITION: July 20, 2012

The US Mission in Gaborone provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals

with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.