

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. POST Gaborone, Botswana	2. AGENCY Centers for Disease Control	3a. POSITION NO.
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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)
- X b. New Position
- c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority				
b. Other				
c. Proposed by Initiating Office	Information and Communications Technology Systems Chief			

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Center for Disease Control and Prevention	a. First Subdivision
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b. Second Subdivision	c. Third Subdivision
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<p>9. This is a complete and accurate description of the duties and responsibilities of my position.</p> <p>_____ Typed Name and Signature of Employee Date(mm-dd-yyyy)</p>	<p>10. This is a complete and accurate description of the duties and responsibilities of this position.</p> <p>_____ Typed Name and Signature of Supervisor Date(mm-dd-yyyy)</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>_____ Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yyyy)</p>	<p>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.</p> <p>_____ Typed Name and Signature of Admin or Human Resources Officer Date(mm-dd-yyyy)</p>
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13. BASIC FUNCTION OF POSITION
Under the general supervision of the CDC/Botswana Associate Director for Management and Operations, the incumbent, is responsible for Information Technology (IT) services management and support oversight at the CDC/Botswana Offices. Job holder provides advice and guidance on IT management and support services, and develops plans for the maintenance and replacement of IT software and equipment as technology advances. Incumbent is responsible for the integrity and security of all IT equipment, software and data systems; monitors IT resources usage to ensure compliance with U.S. Government IT policies, reviews server system performance for management implications, ensures effective support services by contractors and assists in the formulation of IT operating budgets. Incumbent serves as the liaison between CDC/Botswana and counterparts at the CDC HQ IT Services Organization.

14. MAJOR DUTIES AND RESPONSIBILITIES

Management:**50%**

As the CDC/Botswana office focal point in achieving compliance with USG policies, HHS policies and CDC Atlanta information management and technology standards, guidelines and procedures for the Botswana technology environment, incumbent serves as a key consultant on IT decisions for Botswana and the Botswana-funded projects of its external partners. Develops, implements and monitors Desktop hardware and software standards and guidelines.

Works closely with Regional and CDC Atlanta ITSO to ensure that the Botswana Office meets the minimum Partnership standards for telecommunications, technology and applications.

Incumbent manages software applications for Botswana site ensuring all software installed meets Agency standards and presents no risk to CDC/Botswana network. Monitors software logs for any problems and ensures optimal functioning. Performs regular risk assessments on new and existing applications. Analyzes work processes and functions for possible automation. Modifies applications programs developed in headquarters and elsewhere based on the above analysis. Assures that all systems meet all minimum requirements for security and protection from known malicious threats such as viruses and Mal-ware.

Job holder manages the introduction of structured end-user capacity building to ensure optimal and efficient use of all the ICT systems/tools available to CDC/Botswana. Develops the capacity of the ICT team through coordination of training and coaching methodologies to ensure that there is sufficient skill sets to provide and support ICT services to the organization.

Manages relationships with role players and stakeholders in the ICT industry both internal and external to Botswana, for example hardware and software vendors, service providers, industry regulators, consultants, etc.

Develops yearly evergreen plan for replacement of approximate ¼ of all desktops, 1/3 of all laptops, and 1/3 of all network equipment and servers. Works with CDC-Atlanta and the Regional Technical Services executive in South Africa to negotiate costs of services, equipment, and software provided by the CDC-Atlanta Information Technology Services Office. Procures, installs, tests and maintains program applications. Prepares, reviews and monitors the CDC Botswana ICT Annual Budget and Operating Plan to ensure effective implementation of the ICT Strategy. The annual budget for all ICT costs is approximately \$1,000,000 per year. Makes recommendations for procurement of new ICT equipment for CDC office and programs/projects, providing technical specifications and information on best options in local or international markets.

Develops, and maintains performance Monitoring and Reporting systems that provide management and technical reports for decision making and operational support.

Serves as the supervisor for the Remote ICT Manager and ICT Manager for the CDC/Botswana operations in Gaborone and Francistown. Provide direct supervision to Software Developer and Graphics Designer. Provides second line supervision for staff under the Remote ICT Manager.

ICT Operations:**35%**

Ensures that the availability and reliability of all cabling infrastructure (both CAT5 and CAT6) are maintained to the highest level throughout the vast LAN/WAN that supports approximately 200 users, and that remote connections to the off-site operations at the 4 remote offices (approximately 120 users) are maintained at the highest quality of service is possible.

Ensures appropriate network security, data security and access controls are in line with CDC security requirements and standards considering both local and wide area issues; perform firewall management. Incumbent responsible for all network equipment server rooms including Exchange servers, file server, SQL servers, WSUS server, domain servers, Application Servers, switches, routers, PIX, satellite dish communications equipment, Responsibilities include management of disk management and back-up, software upgrades, security upgrades, performance monitoring, and trouble shooting.

Job holder is responsible for both remote access services to CDC/Botswana and for facilitating remote access for CDC-/Botswana users to the CDC-Atlanta network. The incumbent ensures that proper access is administered and that no access by unauthorized users is allowed.

Responsible for all aspects of telecommunications service (PABX system, voicemail system, telephone monitoring system, telephone lines, and handsets). The incumbent is responsible for liaising with local telecom to troubleshoot any problems and bring new telephone technologies into production.

Incumbent assists the embassy IT staff to assure that OpenNet systems located on CDC/Botswana campuses are maintained and supported to State Department standards and that access to all embassy network equipment is regulated to meet the Embassy's security standards. Incumbent administers or directs staff in the administration of the web content filters and the e-mail content spam filters.

Liaises with CDC-Atlanta and vendors to assure that the special considerations necessary to support a field station in a developing country are accommodated. Provides network facilities for other agencies that are co-located at CDC/ Botswana

offices and ensures that the special needs, circumstances, and limitations of providing IT resources to non CDC/Botswana personnel are all considered.

Technical Coordination

10%

Incumbent provides technical advice to CDC partners on a limited basis. This support includes advising partners on e-mail problems, ISP issues, IT and communications equipment specification and selection, and software specification and selection. Job holder

Performs other duties as assigned

5%

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Completion of education or training resulting in a Bachelor's degree or the host country academic equivalent, in the fields of computer science, information systems management, or information technology is required.
- b. Prior Work Experience:
Five years progressively responsible experience in current Local Area Network (LAN) systems operations, latest release Microsoft products, modern Information Technology (IT) hardware, software, systems, communication components and . Three additional years managerial/supervisory experience is required.
- c. Post Entry Training: Specific job-related training through informal on the job instruction and formal training in CDC-sponsored courses and through other technical training, as appropriate, to enable the incumbent to perform his/her duties in accordance with CDC and US Government standards, policies, rules and regulations. Certifications in the following required: CISCO Networking, Microsoft Systems Engineer, and Windows Active Directory.
- d. Language Proficiency: Level IV English required
- e. Job Knowledge: The incumbent must have a thorough knowledge of computer equipment operations management; hardware and software technology and functionality of relevant applications in support of systems maintenance and operations; agency objectives, relationships, and management practices; technical aspects of systems analysis, telecommunications, and management advisory services; and acquisition policies and procedures relative to computer hardware and software; and an expert knowledge of systems analysis and design techniques; post/mission/agency automation policies, procedures, and standards.
- f. Skills and Abilities: Must have demonstrated excellent analytical skills with the ability to fully comprehend program goals and objectives, evaluate effective alternatives, and implement strategies for meeting the needs of a large and complex organization. Must be able to make sound and independent judgments on the most appropriate IT and communications systems to meet program and partner needs. The position requires strong leadership, problem-solving and supervisory skills, and the incumbent must be able to demonstrate excellent interpersonal skills in developing and maintaining relationships with internal and external staff at all levels

16. POSITION ELEMENTS

- a. Supervision Received: Works under the general supervision of the Associate Director for Management and Operations, who sets objectives of a broad nature; incumbent handles all work independently according to policies and procedural guidelines and resolves problems by determining approaches to be taken and methods to be used. Incumbent will require minimal supervision in the technical aspects of the duties and responsibilities of the position. Incumbent is responsible for prioritizing his/her own work and delegating appropriate tasks to subordinate IT staff. Work is reviewed based on the results and outcome achieved.
- b. Supervision Exercised: The incumbent will provide direct supervision to the Information and Communication Technologies (ICT) team consisting of a remote site manager, IT trainer, software developer, LAN administrator, and 4

IT technicians.

- c. Available Guidelines: Technical manuals and HHS/CDC and CDC/Botswana program guidelines and policies. Department of State and HHS/CDC personal and computer security guidelines.
- d. Exercise of Judgment: Incumbent is expected to work independently using his/her technical expertise and unique qualifications and to exercise substantial and sound judgment in the design, adaptation, and selection of appropriate systems and equipment to meet the changing IT and communication needs and priorities of the organization.
- e. Authority to Make Commitments: Job holder will advise the Associate Director for Management and Operations, as well as officials from the Government of Botswana and other PEPFAR partners on all technical aspects of IT and communications support issues. The incumbent will have authority to make decisions related to IT and communications operations, staff support and allocations of IT equipment with the exception of signatory authority to commit US Government funds.
- f. Nature, Level and Purpose of Contacts: The incumbent must be able to interact with all system users in an effective manner and provide the required customer service. Liaise with CDC ICT personnel in Atlanta, Regional ITSO staff and US Embassy IT staff to assure that CDC complies with all Department of State IT guidelines as they impact on CDC/Botswana operations. The ICT Systems Manager provides advice to the Government of Botswana and other PEPFAR partners on IT equipment and software specifications. The incumbent will communicate with computer hardware representatives (such as Compaq, IBM, HP etc.) in Gaborone and elsewhere in the region, local electricians, etc., to ensure Botswana requirements are met and concerning installation and maintenance of equipment.
- g. Time Expected to Reach Full Performance Level:
One year