



#### 14. MAJOR DUTIES AND RESPONSIBILITIES

100 % OF TIME

**>Hardware/Software Support (40%)**- Incumbent performs routine duties such as, installing, configuring, troubleshooting, and maintaining customers hardware and software; assisting customers in resolving workstation problems and installing applications controlling current versions and future releases and applications; ensuring optimal use of commercially available products; and identifying, evaluating, and recommending purchase of new equipment/systems.

**>E-mail/Internet Support (35%)** – Maintain and support the electronic mail system with guidance from the IT Manager. Configure, troubleshooting, and support Web mail and Internet access on all computers and ensure communication link functionality.

**>Network Support (10%)**- Assist with maintaining and supporting Local Area Networks (LANs) with guidance from the IT Manager and LAN Administrators.

**>Remote Support (15%)**- Provide all of the above technical support remote sites. Other duties as assigned.

#### 15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Diploma or local equivalent in the field of computer sciences or related discipline with demonstrated good working knowledge of computer systems that is equivalent to knowledge obtained from A+ certification. The following certifications are required: CompTIA A+, N+; MCDST (Microsoft Certified Desktop Support Technician)
- b. Prior Work Experience:  
Two years performing progressively more responsible work of a technical nature, at least one year must have been providing computer operation and end user support. Experience working with a USG agency at least one year is desirable.
- c. Post Entry Training: Orientation to BOTUSA Project/CDC IT goals and incumbent's role in supporting information and communication technology (ICT) for BOTUSA projects. Technical training such as A+ and N+ will be provided, as well as training necessary to stay current with the latest technology.
- d. Language Proficiency: List both English and host country language(s) by level and specialization:  
Must be fluent (Level IV) in English. Ability to read technical manuals in English. Setswana ability desirable
- e. Job Knowledges:  
Good working knowledge of Windows 9X, NT, 2000, XP, W2K Servers and workstations and MS Exchange. Experience with the following software packages is highly desirable: MS Office Suite, EPI 6 and Info for Windows
- f. Skills and Abilities:  
Good technical skills to troubleshoot, diagnose, and resolve hardware, software, and network problems. Ability to maximize the capabilities of existing computer resources. Knowledge and skills to improve desktop performance, develop and maintain good customer relations and train users in basic Window and e-mail use. Ability to learn new information technology is essential. Good communication skills with levels of management and staff both internally and externally. Must be able to articulate needs and problems to supervisor, resource personnel at CDC, and consultants. Must be self-motivated and able to work with minimal supervision.

#### 16. POSITION ELEMENTS

- a. Supervision Received:  
Works under direct supervision of the IT Manager. May receive guidance from LAN Administrators.
- b. Supervision Exercised:  
None
- c. Available Guidelines:  
U.S. Government regulations on non-routine and technical matters. Guidance regarding Property Management. Regulations is received from BOTUSA Management. Existing guidelines and software/hardware manuals.

- d. Exercise of Judgment:  
Responsible for making independent decision within existing guidelines regarding end user support and providing input on decisions related to hardware and software selection.
- e. Authority to Make Commitments:  
Limited to technical areas in the provision of end user support.
- f. Nature, Level and Purpose of Contacts:  
Consult with BOTUSA staff, external users and business entities related to IT issues. Purpose of contacts is to obtain information, investigate, resolve problems, and coordinate IT issues within BOTUSA
- g. Time Expected to Reach Full Performance Level:  
1 year