U.S. Peace Corps / Burkina Faso
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Statement of Work (SOW) ~ Information Technology Specialist

This position is located in an overseas Peace Corps office and reports directly to the Peace Corps Country Director or the Director of Management & Operations with technical guidance provided by the International Technical Support (ITS) group in Washington, DC.

The Information Technology (IT) Specialist is the primary contact for first-tier technical support at an overseas post: administering the local IT systems, maintaining ITS mandated configurations, and ensuring that all IT systems adhere to Peace Corps and US Government policy. The Director of Management & Operations or Country Director will manage daily tasks yet the incumbent is expected to exercise initiative, independent judgment and skill while carrying out recurring duties.

Duties and Responsibilities

User Training

- Provides formal or informal IT training to overseas staff who have varying degrees of technical proficiency. Training will be conducted on software applications, Internet-based research, hardware and software troubleshooting and the appropriate use of IT in the workplace.

- Attends workshops and conferences to develop IT and training skills. Attends periodic Sub-Regional IT conferences coordinated by ITS to insure current knowledge of Peace Corps Information Systems and policy. Assistance in planning conferences/workshops may also be required.

Customer Technical Support

- Provides first-tier computer and network support for an overseas office.

- Ensures that all IT related needs are met while adhering to ITS/Peace Corps guidelines and policies.

- Solicits assistance from ITS group when encountering issues beyond his/her expertise.

- Identifies recurring problems, systemic problems or other factors impacting computer issues at post and reports them to the ITS group.

- Serves as the primary contact should ITS be needed for second-tier support.

- Independently installs hardware and software; identifies and solves technical problems including but not limited to hardware, software, and Internet connectivity issues. All of the above will be conducted under ITS guidelines/policies.

- Re-images and reassigns computer equipment as staffs come on or leave positions.

Network and Systems Administration

- Maintains and updates the Microsoft Exchange server as directed by the ITS group.
- Responsible for troubleshooting server problems and minimizing downtime for the users.
- Serves as the point of contact for issues concerning Post's Internet Service Provider.
- Maintains ITS standard back-up system for mission-critical data. Will be responsible for performing routine back-ups of Post data and properly storing backup media according to ITS standards. Responsible for the restoration of data as necessary.
- Performs the daily server checklist to ensure proper operation of the server and network.
- Identifies and secures local IT resources to meet Post's needs. Responsible for locating IT resources within country which may improve the support and management systems at Post. Resources may include upgraded ISPs, hardware/software vendors, technical support, and training services.
- Maintains a continuing dialogue with ITS and other Regional IT Specialists, monitoring systems and policies to ensure efficient and effective systems; helps determine means of increasing IT program effectiveness.
- Frequently reassesses the IT configurations and settings on staff and volunteer workstations to ensure that they meet ITS standards.

Information Management

- Maintains an up to date IT inventory and software license database and assists ITS in procurement decisions. Will also keep ITS current with Post's IT needs.
- Maintain Post's PCV/personnel databases. Will be responsible for administration of the Volunteer/Personnel Information System at Post.
- Responsible for updating all staff information changes on local server and workstations as necessary. Will collaborate with CD, DMO and Country Desk Unit on making necessary staff changes for HQ directory.
- Acts as the primary CSC, under the guidance of the Agency's IT Security Program Manager. (Computer Security Coordinator)
    1- Ensures the protection of all of the information systems that they are responsible for by:
        a) Thoroughly applying available security mechanisms for enforcement of local security policies.
        b) Advising management of any technical considerations that might lead to improved practice.
        c) Managing and coordinating all users' access privileges to data programs and functions.

2- Participates in an on-going Risk Management Program by providing any documentation requested by the CSC at Headquarters regarding the risk management plan.
3- Provides documentation as requested by the CSC at Headquarters regarding the computer security plan.
4- Records and maintains an audit trail of information regarding access and modifications to all information resources including:
    a) Employing generally approved and available auditing procedures to detect security violations.
    b) Conducting routine audits of server and application logs, and preserving those logs for archiving.
5- Responds to computer security advisories, bulletins, alerts, and suspected incidents in accordance with the Peace Corps Computer Incident Reporting Capability Policy (See Subsection F of MS 542) including:
    a) Participating as a member of the Peace Corps Computer Emergency Response Team (CERT).
    b) Cooperating with investigators and auditors in locating violators of Agency-wide computer security policies, and assisting with the enforcement of those policies.
    c) Receiving proper training in computer security vulnerabilities, threats, protection strategies, and being fully acquainted with their responsibilities including:
        - Remaining up-to-date on security policies and practices. At times, it will be necessary for the IT Specialist to notify local users of security updates and advise management at the local post of new developments.
        - Participating in the Peace Corps IT Security Awareness, Training, and Education Program.

- Be proactive with tech support and helping customers "Provides customer support through tier 1 help, escalating issues through ticketing system as needed, and regular IT training needs and communications outreach identification and execution."
- Advise post senior staff on IT impact for planning and execution of post mission.

- Maintains and update the "software/hardware installation independently under the direction of Office of the Chief Information Officer (OCIO)"

- Will "attend meetings held by the Regional IT Specialist and train a backup ITS"

- Be responsible of Mobile device management/Airwatch and the SharePoint administration

- Ensures the System Center Configuration Management/imaging(SCCM)

Training

- Required Continuing Education Credit Hours for Information Technology Specialists.
- 20 continuing education (CE) hours are required for Information Technology Specialists (ITS) to maintain his professional competence and provide quality professional services annually. The ITS must meet the following requirements:
    1- Complete the required IT training courses as identified by OCIO.
    2- In order to claim CE credit upon completion of each learning activity, ITS must provide proof of completion (certificate) to their manager.
    3- ITS is responsible for maintaining and submitting training records and proof of credit earned.
- OCIO/CSS/ISS is the point of contact to validate or waive training requirements as needed.

Security Coordination

- Act as IT security coordinator under guidance of Agency IT Security Program Coordinator.

STANDARD WORLDWIDE LANGUAGE TO ADD TO PSC SOWS:

- **a-The Contractor is subject to worldwide availability** and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.

- **b**-Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles