

POSITION: COMPUTER MANAGEMENT SPECIALIST

BASIC FUNCTION OF POSITION

The incumbent is responsible for providing support and guidance on computer systems; software application systems; repair and maintenance of hardware; and systems development and support for telecommunications and networking operations to the users of United States Agency for International Development (USAID)/Burma. The work requires a broad and comprehensive knowledge of Local Area Network (LAN) systems; and Personal Computer (PC)-based hardware and software - the incumbent is the focal person for all information technology related matters for the Mission. The incumbent is in-charge of the day-to-day operations, installation, repair, maintenance, support, and management of the Windows server family, LAN and PC hardware, software, peripherals, data communication equipment, telephone system, accessories, auxiliary equipment, computer systems facilities. The incumbent manages external contacts and contracts for the computer systems operations of USAID/Burma and, as needed, the incumbent coordinates with local vendors, USAID/Regional Development Mission for Asia, Chief Information Office/Washington DC and non-USAID organizations in computer systems matters. The incumbent serves as an advisor to the Administrative Management Specialist for IT related procurements. S/he reports to Administrative Management Specialist in USAID/Director's Office (DIR).

MAJOR DUTIES AND RESPONSIBILITIES

System Operation and User Support: (35%)

The incumbent serves as the Systems Manager in-charge of day-to-day operations providing support to all computer hardware, software applications, peripherals (workstation, terminal, printers, plotter, scanner, reader, tape and disk drive, Compact Disk – Read Only Memory reader, digital senders), data communication equipment (radio, modem, data encrypt, server, router, bridge, cards or controller, coaxial and UTP wiring, switches, racks), accessories (buffers, sharers, data switches, mouse) and auxiliary equipment (Central Universal Power Supply, small to medium UPSs and integrated central alarm and control system).

The incumbent is responsible for providing first line end-user support on the use, operation, features, capabilities of Microsoft Windows product family; PC hardware; conversion of data, word, graphics and images to various format and storage medium; archive and retrieval of data, text, graphics and image files; use of software, such as PC software packages, office computer systems software, and Agency applications. Incumbent will refer to Administrative Management Specialist any errors, bugs, deficiencies, usage or improvements to the software or application for his/her attention and provide technical advice and recommendation for immediate resolution.

The incumbent performs scheduled backups of all server systems, application programs, data, text, graphics and image files. S/he develops and maintains operating procedure documentation and log files of all system backup, verification, disaster, program dumps and reorganization. S/he regularly reviews and enhances backup procedures and strategies to meet the ever changing configuration of Mission computer systems hardware and software programs while providing technical assistance. Coordinates with Administrative Management Specialist to ensure that an adequate, safe, secure and preferably fire-proof storage area is available for the off-site backup of all Mission databases and application programs.

The incumbent coordinates with the U.S. Embassy's telecommunications personnel to install new telephone extensions in the mission; to repair faulty lines; to provide required extra services to extensions. Provides required training to staff and advises staff on cell phone usage. Troubleshoots problems in cell phones. S/he coordinates with Myanmar Post and Telecommunications (MPT) to resolve any issue with cell phones. The incumbent manages the mission extensions of the agency's Voice Over Internet Protocol

(VOIP) telephone system, troubleshoots any problem with VOIP system and gives training to users about VOIP usage.

Systems Security Management: (25%)

The incumbent develops, maintains and tests the Mission's security plan, contingency plan and provides immediate advice on disaster recovery plan. S/he ensures physical and logistical security of Mission's Information Management System, ensuring all network and standalone equipment are configured according to the Agency's guidelines. The incumbent is responsible for reviewing reports from the Agency nCircle IP360 scan appliance for USAID/Burma. S/he applies computer security fixes and mitigates computer vulnerabilities found on Mission workstations and servers.

S/he reports any security incidents to CIO/W and responds to them, ensures all installed hardware and software on the system are approved by Information Systems Security Officer (ISSO), installs all CIO/W approved security patches on the system and ensures Antivirus software's engine and definitions are updated. The incumbent is responsible for providing guidance and advice on the safe use of computer systems and provides mandatory computer security training to all staff. The incumbent also provides any required training to mission users prior to authorizing computer access to Agency Information Technology (IT) system.

Installation, Repair and Maintenance: (20%)

The incumbent is responsible for installation, monitoring, testing and network management of workstations, Windows servers, Cisco switches, LAN and PC hardware, software, peripherals, data communications equipment, accessories and auxiliary equipment, recommending and performing systems programming, fine tuning, upgrades enhancements and reconfiguration to attain optimum system efficiency and performance. S/he provides prompt repairs and maintenance services to computer system equipment. The incumbent responds to programmed instructions, on LAN or PC system, caused by machine failures, program bugs or invalid data, and decides on whether to shut down a particular system in the event of equipment or system failure based on a thorough analysis of the problem. The incumbent indicates and advises recovery procedures including verification and reconstruction of data after each failure. The incumbent coordinates with appropriate U.S. Embassy technicians for the best course of action to be taken for unusual operation concerns and issues like extended power outages, breach in facility security, accessibility, improper equipment grounding, relocation of various computer systems peripherals, re-wiring, etc. The incumbent performs periodic housekeeping activities on servers to remove unnecessary files, release unused disk space, reorganize databases, archive inactive documents, etc. with the ultimate goal of balancing workload, data integrity and maximum utilization of disk space. The incumbent schedules and oversees the preventive maintenance of Cisco switches, LAN and PC hardware, software, applications, data communication equipment, accessories and auxiliary equipment.

The incumbent receives, inspects and records all computer systems-related deliveries, warranty claims, short shipment claims, out-of-office or out-of-country repairs, inter-office transfers and disposal. Regularly updates the Mission inventory of computer systems hardware, software, peripherals and auxiliary equipment, manages the computer systems facilities. The incumbent is also responsible for maintaining the Mission's Intranet site. The incumbent keeps a track of the documents available on the intranet site and makes sure all information is up-to-date and current. The incumbent ensures that mandatory standards are being implemented during updates.

The incumbent performs preventative maintenance through operating systems upgrades, outside normal duty hours, when required, keeping system down time and inaccessibility to a minimum. The incumbent also maintains and updates the Operating Procedures of server systems and PC hardware, software, applications, peripherals, data communication equipment, accessories and auxiliary equipment. The

incumbent may also occasionally provide short and informal one-on-one start-up training on the basic operation of computers, printers, networks, file management and backup strategies.

Data Communications and Networking: (10%)

The incumbent is responsible for the communication system of the audio visual in the Mission. S/he manages the video digital conference networks in the Mission including the USAID/Burma teleconference equipment and telephone bridge services. S/he manages and maintains the audio visual system in the USAID/Burma meeting room facilities. S/he implements port security on network switches; troubleshoots security errors and solves networking issues. S/he applies recommended fixes from CIO/W to ensure the communication equipment is secured and in compliance with the USAID policy.

S/he coordinates the implementation of communications hardware, software and accessories owned by the Mission and/or installed by the U.S. Embassy. S/he also monitors the data communication equipment's. This data communication equipment may be modems, data encryptors, appropriate communications cards or controllers, protocol software, internet leased lines, satellite link, or communication switches. The incumbent coordinates of power outlets and extensions replacement; communication lines setup; coaxial and Unshielded Twisted Pair (UTP) wiring in support of the data communications; networking and inter-connectivity of Mission computer systems; peripherals and auxiliary equipment; monitors communications and networking activities to and from CIO/W, U.S. Embassy and other Missions; coordinating with designated technical personnel of these sites and communications carrier's representatives to resolve issues on connections, line conditions, transmission traffic, down time, etc. recommending data communications and networking system changes and improvements whenever necessary.

The incumbent performs prescribed trial-and-error testing procedures to determine sources of problems and detection of potential communications and networking malfunctions, maintaining a log for recording communication and networking malfunctions and solutions for analysis. Incumbent administers and provides remote access support to mission staff and troubleshoots the remote access communication issues.

Procurement Planning Project Management: (10%)

The incumbent plans the mission's Operating Expense IT budget and advises the Administrative Management Specialist on IT related procurements. S/he forecasts the IT requirements for upcoming fiscal years and plans IT components of future project; keeps log of plans future requirements of all IT supplies. The incumbent provides technical assistance to EXO during procurement of IT equipment/supplies. S/he prepares and presents feasibility reports before launching of any IT project.