



Vacancy Announcement

Embassy of the United States of America
Bujumbura, Burundi

Vacancy Announcement No. 2012-03

February 22, 2012

Open To: Open to All Interested Applicants
Position: Computer Management Assistant FSN-(08)
Opening Date: Immediate
Closing Date: March 12, 2012 at 17:00
Work Hours: Full-time; 40 hours/week

BASIC FUNCTIONS

The Computer Management Assistant administers and maintains information technology systems (including PC and LAN equipment). Performs local administration and operations functions as appropriate in accordance with standards, policies and procedures. The position is supervised by the Senior Information Systems Manager.

MAJOR DUTIES AND RESPONSIBILITIES

- Provides IT support and operations functions to offices for the organization's standard hardware, software and network infrastructure.
- Responsible for local IT inventory maintenance and tracking.
- Responsible for maintenance of systems documentation such as operations manuals and maintaining an up to date Standard Operating Procedure (SOP) handbook.
- Installs IT software and hardware and implements life-cycle maintenance of all IRM enterprise systems. (includes PCs, peripherals, servers, networking equipment, operating systems and other software).
- Provides new staff with PC/account setup and orientation.
- Serves as the focal point of contact and accountable for new office setups, office expansions, etc. This includes relocation and/or installation of data network infrastructure, LAN hardware and PC equipment.
- Provides training and education services such as data management and staff training/orientation for standard systems.
- Monitors security compliance in accordance with standards, policies and procedures.
- Provides escalated technical support that requires an on-site presence (server, network or PC equipment failure), including data backup recovery. Performs complex software/hardware

troubleshooting, apply patches and maintain Norton anti-virus software and applications as directed.

- Responsible for monitoring and verifying system/data backups to ensure that they are completed on a daily basis.
- Performs other duties as assigned.

A copy of the complete position description listing all duties and responsibilities is available at <http://burundi.usembassy.gov/resources/employment-opportunities>.

QUALIFICATIONS REQUIRED

Education – Completion of education or training resulting in a baccalaureate degree, in the fields of computer science, information systems management is required.

Prior Work Experience – At least 2 years performing progressively more responsible work where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of computer systems and networks are required. At least one year must have been work experience in operating personal computer systems. At least one year must have been work experience in operating personal computer LAN.

Post Entry Training – On the job training mainly on NT LAN, U.S. Department of State Computer policy and procedures and Web/Internet hosts.

Language Proficiency – Level III (good working knowledge, speaking/reading/writing) English including all common terms of computer usage, and Level IV French (fluency, speaking/reading/writing) are required.

Knowledge – Familiarity with computer systems, including PCs and Internet. Good understanding of operations and principles of computer programming and data base system, including web page creation and maintenance.

Skills and Abilities – Knowledge of current trends in the specific field. Demonstrated experience with standard software applications, (Microsoft OS, MS Office 2007, Windows Server 2003, MS exchange, etc. Ability to use advanced computer functions including navigating the Internet. Ability to manipulate, analyze and interpret data. Familiarity with support and troubleshooting of personal computers. Must have a strong dedication to customer service. Training ability/experience a plus. Must be able to work with minimal supervision and be a self starter.

POSITION ELEMENTS

Supervision Received – The Computer Management Assistant is directly supervised by the FSN-9 Senior Computer Management Assistant.

Available Guidelines – Operating system and computer application manuals, System Managers Handbook (5 FAH-9), interim guidance cables and materials from the Department of State.

Exercise of Judgment – Exercises considerable judgment on procedures necessary for the efficient administration of the network and its systems. Be able to plan and have good judgment as the candidate will work in a demanding environment.

Authority to Make Commitments – No authority to make financial commitments, must use good judgment and consult with post IMO if a commitment is required.

Nature, Level and Purpose of Contacts – Systems users to include LES Embassy employees, high level officers, and numerous points of contact abroad for technical support.

Supervision Exercised – None.

Time Required to Perform Full Range of Duties after Entry into the Position – Six months.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US 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. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. 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.

TO APPLY

The application form is available on the Bujumbura Embassy Internet Site at <http://burundi.usembassy.gov/employment-opportunities.html> and click on the link “Application form.” Interested applicants for this position must submit the following or the application will not be considered.

1. Application for US Federal Employment (SF-171 or DS-174); and a current resume or curriculum vitae that provides additional information to the DS-174; plus
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.
3. All documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

CLOSING DATE FOR THIS POSITION: March 12, 2012 at 17:00.

SUBMIT APPLICATION TO:

Human Resources Office
American Embassy Bujumbura
Avenue des Etats-Unis
B.P 1720 Bujumbura
Ref.: Position Title
Email: bujumburahr@state.gov

The US Mission in Bujumbura 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 Human Resources practices, and/or courts for relief.

DEFINITIONS

1. US Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.