

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post <p style="text-align: center;">Abidjan</p>	2. Agency <p style="text-align: center;">Department of State/ICASS</p>	3a. Position Number
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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 Number) _____, (Title) _____ (Series) _____ (Grade) _____

b. New Position _____

c. Other (explain) New ICASS position

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Computer Operator (LAN), FSN-1805	FSN-7		
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">Computer Management Assistant</p>	7. Name of Employee
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8. Office/Section <p style="text-align: center;">Management: Information Resources Management/ISC</p>	a. First Subdivision <p style="text-align: center;">ISC</p>
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. <hr style="width: 80%; margin-left: 0;"/> <p style="text-align: center; margin-left: 20px;">Printed Name of Employee</p> <hr style="width: 80%; margin-left: 0;"/> <p style="display: flex; justify-content: space-between; margin-left: 20px;"> Signature of Employee Date (mm-dd-yyyy) </p>	10. This is a complete and accurate description of the duties and responsibilities of this position. <hr style="width: 80%; margin-left: 0;"/> <p style="text-align: center; margin-left: 20px;">Printed Name of Supervisor</p> <hr style="width: 80%; margin-left: 0;"/> <p style="display: flex; justify-content: space-between; margin-left: 20px;"> Signature of Supervisor Date (mm-dd-yyyy) </p>
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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. <hr style="width: 80%; margin-left: 0;"/> <p style="text-align: center; margin-left: 20px;">Printed Name of Chief or Agency Head</p> <hr style="width: 80%; margin-left: 0;"/> <p style="display: flex; justify-content: space-between; margin-left: 20px;"> Signature of Section Chief or Agency Head Date (mm-dd-yyyy) </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. <hr style="width: 80%; margin-left: 0;"/> <p style="text-align: center; margin-left: 20px;">Printed Name of Admin or Human Resources Officer</p> <hr style="width: 80%; margin-left: 0;"/> <p style="display: flex; justify-content: space-between; margin-left: 20px;"> Signature of Admin or Human Resources Officer Date (mm-dd-yyyy) </p>
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13. Basic Function Of Position
 The incumbent works at the Information Services Center (ISC) under the direct supervision of the Senior Computer Systems Manager. The primary responsibilities are to provide support for the unclassified network operations. Incumbent responds to service requests from the customers and perform daily routine activities to support network communications.

14. Major Duties and Responsibilities 100 % of Time

Incumbent is responsible to provide services in accordance with Post's Information Resource Management (IRM) ICASS service provider standards.

Systems Support: 40%

a. Installation of hardware and software
 The incumbent supports the installation of network hardware and software components and products. Assists in the installation of users' workstations, which entails the determination of proper procedures, and testing of the hardware. Additional components (See Addendum 1)

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15. Qualifications Required For Effective Performance

a. Education

Completion of secondary school education plus Two years college/University Undergraduate diploma in Information Technology is required.

b. Prior Work Experience

Four years experience in the Information Technology (IT) field is required.

c. Post Entry Training

As needed.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).

English Level III (Good working knowledge) reading/writing/speaking and French Level IV (Fluency) reading/writing/speaking are required.

e. Job Knowledge

Must have knowledge of installation, operation, maintenance, testing, troubleshooting and repair procedures and techniques for equipment to be serviced. Knowledge of network communications and Internet connectivity; the relationship and management practices among service providers.

f. Skills and Abilities

Must demonstrate good customer service and interpersonal and organization skills. Must have sound search capabilities in finding resource useful in troubleshooting and solving technical problems. Must be able to diagnose and resolve hardware and software problems. Must have experience in installing PC components and in installing application software. Must have the ability to work independently and be resourceful in finding solutions to Automated Data Processing problems.

16. Position Element

a. Supervision Received

Directly supervised by the Senior Systems Computer Manager.

b. Supervision Exercised

None

c. Available Guidelines

Foreign Affairs Manuals (5 FAM, 5 FAH), Embassy written policy guidances. DoS Standard Operating Procedures (SOPs) and System Technical and User's guides. Other technical publications to include TechNet and others.

d. Exercise of Judgment

Must be able to work under stress and determine when is appropriate to elevate matters to the immediate supervisor. Must be able to assign priority to emergency issues and respond accordingly.

e. Authority to Make Commitments

None

f. Nature, Level, and Purpose of Contacts

The incumbent communicates with all levels of system users. Listens to the customers and provides feedback and assistant. Communicates with outside vendors, service providers and colleagues within the embassy, in the country, at other embassies and in DC. Communication could be in writing or verbal format.

g. Time Expected to Reach Full Performance Level

One year

Addendum 1

include, but are not limited to: Uninterruptible Power Supplies (UPS), network cards, monitors, hard disks, as well as other necessary hardware and software components.

b. Troubleshooting

Incumbent has to troubleshoot and diagnose problems related to network cables, workstation PC's and applications. Incumbent is also responsible for repairing minor cable problems using cable test equipment and installation tools. The incumbent will be responsible for updating the Anti-Virus software, tracking and cleansing the system of viruses. The incumbent also provides support for computer imaging, troubleshooting network connections and patch configurations.

c. Security

The Comp Mgt Assistant supports requirements to ensure post meets the DoS computer security standards as set forth by the Department and Diplomatic Security (DS). This includes proper handling and protection of passwords, computer components and hardware/software assets.

d. Inventory

The Comp Mgt Assistant assists in maintaining a complete inventory for all hardware and software assets to include, but not limited to: hardware, software, training materials, reference books and manuals, supplies and spare parts.

e. Planning

The incumbent advises the Senior Comp Mgr on current and future automation requirements reflecting needs and goals. In order to assist in the planning process the incumbent must keep current with industry changes through technical reviews, hardware and software training, security standards and by keeping current with hardware and software pricing.

User Support: 40%

a. Support

The incumbent assists in the installation and deployment of hardware and software assets; provides software support, provides for training and troubleshoots connectivity. The incumbent process requests for accounts, maintains user directories and set up the correct rights and permissions for access to network files. The incumbent creates groups and assign users to groups determining which users are required to share data with each other.

b. VIP Visit Support

The incumbent shares the responsibilities for setting up required support equipment (i.e. - computers, printers, switches, etc) and telecommunication links, as required for any VIP visits support. Provides support before, during and after the visit. Must respond quickly in finding alternative solutions for automation problems. Sets up a Local Area Network with Internet connections for Press Agencies and other visitors accompanying the VIP delegation.

Other duties as assigned 10%

Performs other duties as assigned.