



USAID
FROM THE AMERICAN PEOPLE

ANNOUNCEMENT NUMBER: 44-13

OPEN TO: All Interested Candidates / All Sources

POSITION: Computer Management Assistant; USAID/ODC/PSC; FSN-9

OPENING DATE: November 13, 2013

CLOSING DATE: November 26, 2013

WORK HOURS: Full-time, 40 hours / week

SALARY: Position Grade: FSN-9

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

USAID Locally Engaged Staff (LE Staff) Personal Services Contract positions are open to all residents of Cote d'Ivoire including US Citizens and third country nationals.

Anyone hired under an LE Staff Personal Services Contract position will be paid in accordance with the Local Compensation Plan (LCP). US Minimum Wage applies for US citizens hired to these positions. If the LCP wage is below US Minimum Wage, US citizens will be paid US Minimum Wage.

All applications will be considered on a competitive basis. Veteran's preference and EFM status are not applicable to these positions. US Citizens and Permanent Residents of the US are subject to US Federal and State taxes and local taxes if applicable. It is the responsibility of the incumbent to ensure they are meeting the requirements of their individual situations.

The U.S. Embassy/USAID in Abidjan is seeking an individual for the position of **Computer Management Assistant** for USAID/Office of Development Counselor Côte d'Ivoire Field Office.

Important: All Applications and Resumes Must be in English

BASIC FUNCTION OF POSITION

The Computer Management Assistant is directly responsible for the day-to-day management and operation of all Information Technology resources in USAID/Cote d'Ivoire. The Assistant supports three USAID Offices - the USAID Development Counselor (DC), Health Office, and OTI offices. The incumbent is responsible for all computer operations and support of applications systems; installation, maintenance, and repair of all hardware; training; telecommunications; word processing; systems development; and, USAID/Cote d'Ivoire Internet Web site design, development, and management. He/she is responsible for material, program, and organization of the USAID/Cote d'Ivoire computer systems, and the automation program. The incumbent is also responsible for writing and debugging computer programs, when required. The Assistant advises USAID/Cote d'Ivoire management on the selection, procurement, and distribution of equipment and software within the Mission. He/she has responsibility for interfacing with vendors, USAID/Cote d'Ivoire implementing partners (IPs), USAID/Washington and non-USAID organizations, and for assisting USAID/Cote d'Ivoire users in all automation matters. The position

requires a broad and comprehensive knowledge of Information Technology – including LAN/WAN management, computer hardware and software, a good knowledge of PC operating systems, Windows XP 7, Server 2003, 2008, Linux, telecommunications, E-mail, and knowledge of software for Web-page design, development, and maintenance.

A copy of the complete position description listing all duties and responsibilities is available at <http://abidjan.usembassy.gov/pds.html>.

Important Notice:

When submitting your application via email, please always start the subject line with the Vacancy Announcement's number followed by the position title.

E.g.: VA No. 44-13; Computer Management Assistant, USAID/ODC/PSC

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education (10%):** Completion of education or training resulting in a baccalaureate degree or the host-country academic equivalent (Licence), in the fields of computer science, information systems management, electronics engineering, or equivalent, is required.
2. **Prior Work Experience (20%):** A minimum of five years of progressively responsible work of a program, technical, or administrative nature, with emphasis on analytical, judgmental, and expository abilities regarding the operation, management, and utilization of computer systems is required.
3. **Language proficiency (20%): Level IV** (fluency) speaking/reading/writing in both **English** and **French** is required for analyzing and drafting written documentation and formal communication, and to work with overseas and local vendors and computer professionals. ***Language proficiency will be tested.***
4. **Job Knowledge (25%):** A basic understanding of USG policies, procedures, internal controls and reporting requirements, or the ability to quickly gain such understanding of USG policies, is required. Thorough knowledge of computer equipment operations; hardware and software technology; technical aspects of analysis, computer application programming, telecommunications, and management advisory services; comprehensive knowledge of systems analysis and design techniques; and, Mission and Agency automation policies is also required. The work requires knowledge of at least two computer-programming languages, and a working knowledge of Microsoft Office suite and Windows System Administration.
5. **Skills and Abilities (25%):** The Assistant must be able to work independently and have good technical skills to troubleshoot, diagnose, and resolve complex hardware and software problems to maximize the capabilities of USAID/Cote d'Ivoire computer and telecommunications resources. Incumbent must also have an understanding of the priorities of key managers to ensure that the computer and automation organization is responsive to those needs; and, possess good interpersonal skills to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way

communications and promote computer and automation services.

6. Ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components, to determine capability to meet support requirements is required. The Assistant must have the ability to articulate significance of management decisions with computer systems and system requirements to managers, in order to obtain support for actions that will enhance automation and/or effective management of computer resources; to balance workload demands between central system and individual user requirements; to relate USAID/Cote d'Ivoire organization, functions, and mission to the computer system's terms of reference, e.g. priorities for automation, an interrelationship of different applications programs to USAID/Cote d'Ivoire operations, etc.; to manage and coordinate support services from variety of contractors; to write and debug complex computer programs using at least two computer programming languages; to design, implement, and maintain LAN and PC configurations; and, to teach software programs to USAID staff.

TO APPLY

Interested individuals should submit cover letter and curriculum vitae both in English with details of three referees to:

The Human Resources Office
Attention: Recruitment Section
American Embassy, Abidjan
01 B.P. 1712 Abidjan 01
Cote d'Ivoire

Fax: (225) 22-49-41-02 or via email to: AbidjanHR@state.gov

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

POINT OF CONTACT

The Human Resources Office
Telephone: 22-49-40-00
Fax: (225) 22-49-41-02

CLOSING DATE FOR THIS POSITION: NOVEMBER 26, 2013

The U.S. Mission in Abidjan 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 personnel practices, and/or courts for relief.