

Vacancy Announcement



U.S. Embassy Copenhagen

ANNOUNCEMENT NUMBER: VA 14-05	SUBJECT: Computer Management Assistant	April 07, 2014
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OPEN TO: All Interested Candidates/All Sources

(Candidate must be a U.S. Citizen and able to obtain a Security Clearance from U.S. Department of State)

POSITION: Computer Management Assistant/Computer Operator

OPENING DATE: April 29, 2014

CLOSING DATE: May 14, 2014

WORK HOURS: Part-time; 37 hours per week

SALARY: **Ordinarily Resident (OR) 382,753 p.a. full-time (FSN 7)**
(Applicant **WILL** be appointed at a lower training grade).

Non-Ordinarily Resident (NOR) \$40,394 p.a. full-time. FP 7
(Salary (grade and step) will be determined by EUR/IO-HR)

The U.S. Embassy in Copenhagen is seeking an individual for the position of Computer Management Assistant in the Information Systems Center and Information Programs Center in the Management Section.

All applicants must have the required work and/or residence permits to be eligible for consideration. A copy of the permit must be forwarded together with the application.

BASIC FUNCTION OF THE POSITION.

Operates State's Local Area Network(LAN) and all other Information Technology(IT) systems equipment serviced by ISC and IPC under the supervision of the Lead Computer Systems Analyst (CSA) and the Information Management Officer. This includes end-user support; installing and configuring IT equipment and software; troubleshooting IT problems; performing system backups/restorations; monitoring systems availability and performance. Ensures that the LAN responds to specific program needs of State/Program offices. The incumbent is responsible for maintaining the OpenNet, Dedicated Internet Network (DIN), ClassNet, phone switch and related components, composed of over 22 servers and 250 networked devices. **Must be able to obtain and hold a TS clearance.**

A copy of the complete position description listing all major duties and responsibilities is attached at the end of the Vacancy Announcement.

QUALIFICATIONS REQUIRED

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

- 1. Education:** Two years of college level studies in computer related field required.
- 2. Prior Work Experience:** Two years of progressively responsible experience primarily in Systems Administration of LANs or Telephone Switch operations or Sharepoint Web Server administration required.
- 3. Language Proficiency:** English level 3 (Good working knowledge) speak/read/write) **(Language proficiency will be tested).**
- 4. Job Knowledge:** Must possess a functional knowledge of the technology requirements and information processed by each and every department in the mission. Accurate knowledge of the ISC/IPC operations and software applications. Technical knowledge of standard technology procedures in large-sized IT operations.
- 5. Skills and Abilities:** Ability to analyze technology problems and follow established procedures and routines. Excellent interpersonal skills to promote computer and automation services. Must be able to lift 50 pounds.

All applicants must have the required work and/or residence permits to be eligible for consideration. A copy of the permit must be forwarded together with the application.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

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. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. 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 unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. Candidate must be able to obtain and hold a TS security clearance.

TO APPLY: Interested candidates for this position must submit a cover letter specific for this position and the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B*); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus** Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference

must submit documentation confirming eligibility for a conditional preference in hiring with their application.

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

You may leave out Personally identifiable information (PII) to protect your identity when forwarding your application e.g. your social security number.

SUBMIT APPLICATION TO

CopenhagenHRVacancy@state.gov

To view the DS 174-Universal Application for Employment form (UAE) & application instructions, please go to our website <http://denmark.usembassy.gov/>

Your e-mail must state the vacancy announcement number and your name in the subject line.

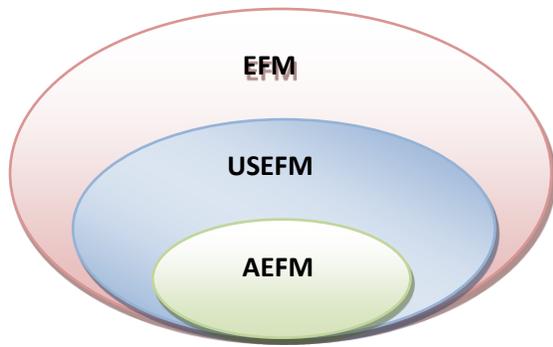
Your application package must be received by the HR Office by close of business, i.e. 5 pm.

CLOSING DATE FOR THIS POSITION: May 14, 2014

The U.S. Mission in Copenhagen 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.

Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM)**: An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- 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.

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

- U.S. 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.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family

Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **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 U.S. 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 U.S. 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 U.S. 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 U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

Vacancy Announcement



U.S. Embassy Copenhagen

ANNOUNCEMENT NUMBER: 14-05	SUBJECT: Computer Management Assistant/Computer Operator MAJOR DUTIES AND RESPONSIBILITIES	DATE: April 7, 2014
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MAJOR DUTIES AND RESPONSIBILITIES

Maintaining systems infrastructure. The incumbent must comply with the Department of State and Post IT regulations. The incumbent is obligated to notify or assist the IMO, ISO, IPO, ISSO, Lead CSA, and/or RSO of any potential security issues as per 12 FAM 622.1-9 (b).

A. Installation, modification and maintenance. 25%

This position is responsible for creating, maintaining, and modifying Active Directory user accounts, and responding to Post's Trouble Ticket system and requests made at the ISC/IPC Help Desk and via e-mail.

Performs installation, modification, and maintenance of LAN components including Cat-5/6 cables, fiber optic cables, various interface cards, hard disks, workstations, switches, routers, Intrusion Detection Systems, and software to include Post's Sharepoint Intranet Portal, application, utility and Operating Systems software.

Performs operations to connect existing automation equipment to new equipment. Tests and debugs hardware systems and applications software. Performs minor cable and hardware repair.

Updates historical systems records including hardware inventory of NEPA and WPAS; cabling inventory; system configurations; software documentation, configuration tracking and registration; directories and files; spare parts inventory and tracking; software license inventories.

The incumbent will also be required to support VIP visits which may include setting up computers in control rooms, and being on call to troubleshoot computer related issues which could occur outside of normal working hours.

B. User Support and Assistance 25% of Time

Monitors trouble tickets in e-Services and screens calls from users reporting hardware and software problems. Routinely applies IT troubleshooting techniques to find probable causes and resolves them. Provides user assistance and guidance in use of major software applications and use of IT assets. Advises the ISC/IPC Help Desk staff of recurrent and/or critical problems and seeks advice for problem escalation.

Incumbent troubleshoots issues, ensuring that IT systems respond to specific needs of State/Program offices. Maintains specialized Consular Affairs applications, Financial Management applications including COAST, WebPASS, cashier, PCC, and Blackberry Server.

C. Maintains business support applications (Operations and Backup) 25% of Time

Performs day-to-day operations to keep all ISC/IPC supported networks and associated equipment operational.

Verifies systems backups of all systems, which must be performed on a routine basis. Carries out media rotation in accordance with ISC/IPC backup strategy. Store and file the various magnetic media(tapes and diskettes) together with media consistency checks. Interact with Tivoli Storage Manager FastBack for backup/restoral requests.

Carry out all ISC/IPC routine tasks to including downloading, deploying new virus definition files, system operations, application functionality, checking event logs, backup logs, creating and deleting users, file restoral, monthly telephone CallBill reports, and quarterly REACH Kit and Iridium satellite phone testing.

Monitors servers and memory requirements and disk usage to manage memory and/or disk space as needed. Clean file servers of all but shared files.

Provides support maintaining the network protection requirements, for fail-safe security systems and backup routines, with minimal disruption to users, to minimize damage from acts of nature, fire, malice, and accidental damage by users, theft, and other threats to the system.

Assist the Lead CSA, IMO, IMS to verify users follow government correct practices guidelines found in 5FAM and 12FAM. Spot-checks for unauthorized and non-government owned hardware and software installed on Post maintained IT assets.

Documents actions taken and procedures specific to the network to ensure smooth operations including hardware installations, applications upgrades, additions to the ISC/IPC SOP, create project-oriented directories, backups and restorations, questions and answers and standardized database reports.

D. System Monitoring and Performance 20% of Time

Monitors computer systems to detect inconsistencies and malfunctions and take corrective action as appropriate. Advises the Lead CSA/IMO/IMS of possible system faults. Monitors e-Services and assigns ticket to ISC/IPC staff.

Maintain a systematic, preventive-oriented approach to routing network maintenance tasks. Implement ISC/IPC procedures and guidance to improve these aiming for a user-friendly system to maximize system usage and to improve processes.

E. Other Duties 5% of Time

Perform other IRM related duties as assigned by Lead CSA, IMO, IMS.