

Addendum 1

SUPERVISION - 45%

This position serves as the Senior Telephone and Radio Engineer.

- Supervises two radio/telephone technicians. Provides guidelines, prioritizes tasks, establishes milestones and establishes deadlines for tasks and projects to be completed by the two subordinate employees. Ensures tasks are completed in accordance to the deadlines established.
- Provides the support needed for the completion of all tasks and evaluates performance.
- Conducts performance evaluations in writing with appropriate counseling when required and/or needed.
- Schedules training and provides all the tools required for the success of these two employees.

CONTRACTING OFFICER TECHNICAL REPRESENTATIVE - 10%

- Serves as Contracting Officer Technical Representative for a number of different contracts such as but not limited to: phone and mobile services (TIGO / CLARO), data services, (TIGO / CLARO), radio services (Radiocom) and others. The annual total value of these contracts is approximately \$200,000.00 (Values are estimates only).

TELEPHONE - 20%

This position serves as the Senior Telephone Engineer for the Embassy compound. Performs all duties associated with the Embassy Telephone Program under the direct supervision of the Information Program Officer (IPO) or his designated representative. These duties include but are not limited to the following:

- Manages the Nortel CS1000E telephone switch for the unclassified Non-CAA operations. This includes but is not limited to the CNPD (Call Database), Call Pilot Database, main switch panels, over seven different closets with patch panels and all phone infrastructures.
- As the subject expert, supervises the installation and replacement of telephones and telephone extensions for this switch. This involves, but is not limited to cable runs, patch cords, jacks, phone units' deployment and installation. These are approximately 650 active extensions within Non-CAA spaces. These extensions are divided in over ten different locations around the compound. Services provided include approximately 650 user and over 13 different agencies.
- Monitors the performance of the telephone service providers. With the use of software technology, monitors the performance of the services. Contacts the service providers when performance is not to the standards specified in the contracts and keeps supervisors informed at all times.
- Is responsible for all telecommunication services provided for the Mission Compound. Telecommunication services include but are not limited to: the troubleshooting and maintenance of 100 trunk lines, over 50 direct lines, 5 E-1 lines, over 6 different dedicated special circuits, over 5 different special data/circuits and over 650 extension lines. The equipment monitored includes but is not limited to over 10 different modems, Cisco routers, and other specialized equipment.
- Maintains the Nortel equipment inventory. Inventory total value is approximately over \$250,000.00 dollars. This inventory includes but is not limited to: the main Nortel CS1000S switch system that includes three different servers, encryption devices, personal computers, voice data gateways, circuits and board cards. The rest of the components are distributed around the compound and include but are not limited to the different voice gateways at the different phone cabinet locations, including all switches that support connectivity, switchboard consoles, all active and spare phone units and phone accessories. Troubleshoots and services any damaged equipment. Prepares and submits purchase orders for the replacement and acquisition of any new phone equipment.
- Coordinates the replacement/repair of any damaged unit through the warranty contract and/or through any other appropriate means.
- Plans for phone growths.
- Provides assistance with the management and troubleshooting of the Internet Provided Phone Server, units and network. This is the Emergency Phone Switch deployed at the Deputy Chief of Mission Residence (DCMR) and used for emergency situations. The servers provide for phone connectivity via Voice Over IP (VOIP). Under the direct supervision and instructions of the Information Program Officer (IPO), the incumbent coordinates for the deployment, maintenance and troubleshooting of the server and all its components.
- Serves as our Contracting Officer Technical Representative and primary liaison between the Embassy and service providers in matters related to the maintenance and troubleshooting of all phone services. This includes all phone services provided at the Embassy Compound and at the Deputy Chief of Mission Residence where there is a Voice Over Internet Protocol phone system, for Emergency Operations, and a small switch for regular phone operations.
- Contact includes but is not limited to service providers, private sector and local government providers, Washington partners, Foreign Post Telephone technicians and engineers, RIMC technicians and engineers, USG officials posted at the local embassy and FSN personnel.
- Incumbent coordinates, monitors and oversees maintenance and troubleshooting of the phone switch, internet services and VOIV services including the deployment and run of all related cabling to support these services. Plans for the IP phone systems growths.
- Serves as the subject expert in phone matters related to the growth of new offices and any remodeling plans for phone and computer cable needs. Serves as advisor to the General Services Office and the Facilities Manager in matters related to the design, planning and cost of new telephone and computer drops, related to the design, planning and cost

of new telephone and computer drops.

- Serves as the subject expert in phone matters related to the new deployment, installation, and design of any special data, phone and/or dedicated internet circuits.
- Incumbent is the subject expert in matters related to the use of the following equipment: Oscilloscopes, VOM, Logic Probes, Lineman test equipment and any other related phone/radio related equipment.
- Provides training in all aspects related to the operational of the Nortel Switch System. Training includes but is not limited to the use of the phone units, the use of the Voice Mail, the placing of the calls, etc. Provides training in both languages, English and Spanish, with written instructions, both in English and Spanish.
- Maintains the Embassy Cellular Phone Program. The Embassy Cellular Phone Program includes approximately a total of 150 users. Serves as the primary liaison between the Embassy and the service provider. Coordinates for the provision of services by the contractor, their visits into the Embassy Compound and the delivery of goods to the users. Incumbent keeps a database of all users and assigns cellular phones to required personnel including visitors, posted American officers and local employees.
- Serves as the subject expert in matters related to the performance of the Internet service. Monitors the performance of the bandwidth and keeps supervisors informed when there are periods of poor performance. Contacts the service providers as necessary to guarantee services are provided in accordance to the stipulations of the contracts.
- Acts as the technical coordinator in support of all VIP visits. This coordination includes but is not limited to: providing telephone land lines and telephone equipment, installing and deploying any necessary telephone units, coordinating the delivery of cellular phone units, coordinating the installation of any specialized data circuits and/or internet services and any other assistance related to telephone and/or radio. Serves as the focal point for the installation of any voice and data circuits required for the visits.
- Provides technical advice and guidance to the IPO and IMO concerning Post's past telecommunications issues and practices. Keeps supervisors informed of capabilities, limitations, practices and trends.
- Manages the Telephone Tree systems used to notify Mission personnel in the event of an emergency.

RADIO - 15%

Serves as the subject expert in matters related to the maintenance and performance of the UHF radio program. The radio program consists of the Emergency and Evacuation Radio Network that serves approximately 150 users. The radio network consists of three repeaters, eight mobile radios, eighteen base stations, tone remotes, tone encoders, active units are approximately 150; total of inactive and active units is over 400 handled and mobile and associated antennas. There are a total of six active channels, an admin network and the EAC network. Incumbent coordinates with the local government for the provision and maintenance of the required frequencies, permits and licenses.. This position serves as the primary liaison between the service provider for the storage and maintenance of repeaters and antennas. Major duties include but are not limited to the following:

- Serves as the liaison between the General Services Office/Procurement Agents for the coordination of the contracting of services such as the installation and maintenance of residential antennas.
- Supervises the installation of KENWOOD and MOTOROLA radio equipment, including but not limited to: base stations, mobile radios, repeaters, tone remotes, encoders, associated antennas, cables and hardware for the E&E radio network.
- Monitors the performance of the network to include the repeaters at different locations.
- Maintains a dedicated computer for the radio program. This computer contains all the programming for all analog and digital radios.
- Keeps an inventory of all radios. Inventory's approximate total value is \$30,000.00. Provides training to the users. Training is provided in English and Spanish with written instructions in both languages.
- Maintains the radio inventory. Coordinates for the acquisition, return/replacement/repair, purchase, deployment and installation of any component and/or parts for this radio network.
- Develops a schedule to diagnose and repair unusual/unique malfunctions.
- Supports any VIP visits and acts as the technical coordinator to meet any required radio-telecommunications requirements.
- Provides technical advice and guidance to the supervisors concerning Post's past radio-telecommunications issues and practices and host country's public and private radio-telecommunications provider's capabilities, limitations, practices, trends, etc.
- Serves as the subject expert in the operation of the following equipment and tools: oscilloscopes, WATT, BYRD, VOM meters, IFR and Spectrum Analyzers, along with appropriate technical manuals and schematic drawings, to diagnose equipment and systems malfunctions.

COMPUTER - 10%

Supervises and oversees the installations and deployment of any cable runs (CAT5 and/or CAT6, fiber cable and any other related cables) for the hardware computer program under the general supervision of the Information Program Officer (IPO) or his designated representative. These duties include but are not limited to the following:

- Supervises, oversees and monitors the installation, removal and replacement of computers and hubs lines. This involves the installation of CAT5, CAT6 and fiber optic cables to appropriate offices and other locations and making connections on patch panels throughout the embassy complex. There are over 350 active lines, and 32 backbone lines in the Embassy complex serving approximately 725 US and FSN personnel. Work includes the tipping and certification of cables.

- Performs all test and certification of computer cables, backbones and patch cords.
- Assists the computer engineers with different tasks related to hardware at the Embassy complex.
- Coordinate Installation and troubleshooting of television cable services with appropriate service providers.