

Addendum 1

SYSTEM AND NETWORK ADMINISTRATOR - 100%

- The following responsibilities are associated with the management and administration of a Local Area Network (LAN) consisting of 14 Microsoft 2003/2008 Servers for Open Net and Consular Affairs; also there are approximately 400 PC clients plus 200 peripherals like printers and scanners. System support is provided to multiple USG agencies including STATE, INL, DHS, FCS, DEA, DAO, USMILG and U.S. Army Corps of Engineers.
- Assists higher-level ISC personnel by providing first-line user support in solving problems associated with disk storage management, systems software, systems initialization, powering-up and powering-down systems, file management utilities, transaction posting, and other general operating procedures. Monitors skill level of trained personnel and LAN users. Makes recommendations to superiors regarding need for training or special documentation. Advises all levels of the mission on information and database management processing. While on duty, has responsibility for the entire network and installation.
- Performs checks and actions on entire daily network backups, and also takes appropriate action to overcome hardware, systems software, applications software and/or environmental problems as they occur. Accomplishing these actions requires systematic analysis of the visible symptoms in order to identify the underlying cause or causes of the problems. Necessary steps or actions must then be taken to return the operational environment to normal.
- Independently performs backups, application and systems software installations, systems diagnostics, preventive maintenance and other equipment and operational testing.
- Applies analysis and programming skills in resolving problems associated with computer operations, and information processing.
- Assists in installing and maintaining hardware, inspecting and checking reliability of electrical power, air-conditioning system and environmental monitoring devices. Takes necessary actions to correct any problems.
- Provides continuing support as ISC's specialist, assigned to Consular Affairs. These duties include regular scheduled maintenance and software upgrades to the entire section, in particular to approximately 75 PC clients with telecommunications link to Washington, D.C., Major applications being run on these systems include both batch and interactive mode applications.
- Performs repairs of faulty printers, PCs, Digital Senders, Scanners and other electronic data processing (EDP) equipment. This requires the ability to comprehend and interpret technical manuals and other documentation to determine appropriate actions necessary to return the faulty equipment to normal operation. Judgment must be exercised to determine the time and cost effectiveness of performing necessary repairs, calling local contractor for assistance or returning equipment to the vendor.
- Provides trouble-shooting guidance, instruction and assistance to system users on PC and peripherals problems. Must interpret technical terms and language in sufficiently non-technical manner to be clearly understood by the system user or customer.
- Maintains an up-to-date inventory of all equipment and software. Collaborates in the preparation of the computer hardware, providing technical specifications and suggested vendor information. Insures adequate (EDP) supplies are maintained to meet Consular Affairs requirements.