



# USAID | HONDURAS

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## Vacancy Announcement USAID FN No. 11-002

<b>Position Title:</b>	<b>Computer Systems Analyst</b>
<b>Full Level of Performance:</b>	<b>FSN PSC - 8</b>
<b>Area of Consideration:</b>	<b>All interested candidates who have the required work and/or residency permits</b>
<b>Location of Position:</b>	<b>Executive Office (EXO) – Tegucigalpa, Honduras</b>
<b>Starting Date:</b>	<b>March 24, 2011</b>
<b>Closing Date:</b>	<b>April 8, 2011</b>
<b>Hours of Work:</b>	<b>Monday through Friday (40 hours per week)</b>

### **BASIC FUNCTION:**

The incumbent will provide IT systems support to the USAID network operations, including but not limited to: applications development and script writing, servers' administration and monitoring, database administration, Help-Desk response, user assistance and training and deployment of new servers and computers. Will also provide users support for all USAID/W web base applications and development of web pages.

Routine hardware installation, repair and troubleshooting of servers, desktop, network printers, network scanners, monitoring and troubleshooting telecommunication equipment (routers, switches, etc.) are also part of the job, as well as remote users security access to the system.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

***DISCLAIMER: This job description summarizes the core responsibilities assigned to the position; however, it in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.***

#### **1. LAN and WAN Operation and Administration (30%)**

The incumbent will also work with the Information Systems Manager to install and maintain network software to servers and clients (PCs), upgrade new software releases, optimize network performance, and upgrade client software and maintain backed up copies of server data to prevent accidental loss. The incumbent will also troubleshoot PCs, LAN equipment and servers, by replacing broken parts and performing preventive maintenance, maintain system images and antivirus software on servers and users' side and controlling access to Mission devices by maintaining the floor switches.

#### **2. Software Development (30%)**

The incumbent will develop system applications, while programming in MS Visual Basic, Excel, Access, Share Point and script writing to meet future needs of the Mission's platform running on Windows 2003/2008/Exchange 2003 servers. Develop of Web pages (Adobe Dreamweaver, Adobe Photoshop, HTML, etc). Interviews end-users to determine and analyze manual processes and recommend changes to improve efficiency. Verifies, debugs and tests developed applications before proceeding into production mode. Produces operational and user's manuals of applications developed.

#### **3. Application Support (15%)**

This includes support for word processing, spreadsheet, graphics and all other software that are in use in USAID/Honduras. The incumbent will work with the systems manager to manage and oversee the entire applications portfolio for the Mission, including but not limited to applications developed by USAID/W and the Mission for financial management, project administration, communications and operations management.

#### 4. WARP Telecommunication Equipment Operation and Monitoring (10%)

The incumbent will be responsible for the daily monitoring of the WARP equipment operation (direct link to AIDW, Voice Over IP (VOIP), modern connection to DTSP0 and link to local ISP, Cisco switches, Nokia Firewall); must have the ability to problem solve on site or call CIO or vendor support to enable smooth and reliable WARP equipment operation.

#### 5. Maintenance and Hardware Repair (10%)

The incumbent will keep LAN equipment in high availability status. This includes troubleshooting of PCs, servers, network printers, scanners, etc., replacing parts that need replacement and preventive maintenance as requested by the equipment vendors. Incumbent must also be able to upgrade antivirus software on servers and the users' side.

#### 6. User Training (5%)

The incumbent, in conjunction with the Information Systems Manager will design, implement and administer in-house training in order to mentor and offer appropriate technical skills to all Mission employees on computer operations. The incumbent will be also responsible for conduct in-house training to the users on how to handle Agency-wide and other commercial corporate applications and carry out end-user training in the operation of core applications.

#### DESIRED QUALIFICATIONS:

**EDUCATION:** University degree in the fields of computer science, information systems management, or equivalent is desirable.

**EXPERIENCE:** At least three years of experience in the system administration, PC support, system development and programming. Experience on Windows 2003/2008 Servers & Exchange 2003 Servers/WEB Servers (IIS), MS SQL server database, Share Point and ability to create and customize MS Access queries, as well as laser printers, scanners, and network switches installation and administration.

**LANGUAGE:** Level III - Good working knowledge in English and Spanish so the incumbent is able to communicate, read and understand regulations, instructions and related material concerning the field of work and prepare correspondence and standardized reports.

**KNOWLEDGE:** A thorough knowledge of computer equipment operations; hardware and software technology such as Windows 2003/2008 Server, Exchange 2003, computer application programming, systems analysis and design techniques, telecommunications devices; standard business work processes, acquisition and procedures relative to computer hardware and software. Good knowledge of Windows XP and the Microsoft Office Suite 2010, web pages design. The possession of Microsoft Certification is desirable.

#### SKILLS AND

**ABILITIES:** Good technical skills to trouble-shoot common IT problems, diagnose hardware and software problems. Excellent interpersonal and communication skills are essential to train and work effectively with other team members, ability to write computer programs using at least two computer-programming languages and also ability to design and maintain LAN, and PC configurations. Ability to work under minimum supervision and continuously update his/her knowledge conducting self-training in the IT area. The incumbent should demonstrate initiative, resourcefulness, good attitude, enthusiasm and good judgment in making decisions.

**Additional selection criteria:** *The selected applicant will have to satisfy the requirements of a preemployment medical and security clearance. Compensation will be in accordance with the Local Compensation Plan (LCP). In addition to a generous benefits package, monetary compensation ranges from L.255,437.00 to L.434,237.00 per year. The initial appointment may be at a lower grade than advertised if no suitable applicant possesses the qualifications listed above.*

Qualified applicants should submit their résumé or CV to USAID/Honduras no later than **Friday, April 8, 2011**. Applications can be sent by mail to: USAID/Honduras EXO/PER, P.O. Box 3453; by e-mail to: [computeranalyst@usaid.gov](mailto:computeranalyst@usaid.gov); or by fax to: 2236-7776. Please ensure the application makes reference to the Position Title mentioned in this announcement. The following websites are available for additional information: <http://www.usaid.gov/hn/employment.html> or <http://honduras.usembassy.gov/vacancies.html>.

**Mike de la Rosa**  
Executive Officer