

POSITION DESCRIPTION: INFORMATION SYSTEMS MANAGER

This document lists the major duties and responsibilities of the Information Systems Manager.

Basic Function of Position

Administer and maintain unclassified computer Local Area Network (LAN) that includes the following: OpenNet, Dedicated Internet Network (DIN), and Consular servers, workstations, routers, switches, encryptors, modems, cabling infrastructure, and peripheral devices. Install, operate and maintain hardware and software applications. Troubleshoot and resolve network outages. Ensure computer operations are consistent with prescribed State Dept. and post operating practices and security policies. Provide assistance to Embassy computer users, including training of users in the use of operating system and software applications and providing guidance/assistance to personnel in the proper use of these systems. Perform other duties as required to assist the management section.

Major Duties and Responsibilities

A. System Administration and Maintenance - 30% - Supervises and manages the day-to-day operation of post's unclassified computer systems, ensuring that only State Department approved and distributed versions of operating system and software applications are used on post computer systems (As directed by the Post IMO).

B. Software Updates, Patch Management and Antivirus - 5% - Ensures that all software upgrades, patches and antivirus applications and definitions are properly installed and configured on post's unclassified computer systems in a timely manner (As directed by the Post IMO).

C. System Server Backups - 5% - Implements and documents a full daily and weekly backup procedure for all post computer servers to ensure continuity of operations at post (As directed by the Post IMO).

D. Security Access Controls - 5% - Grants access to post computer systems and network resources on an individual basis, based on individual job requirements (As directed by the Post ISSO).

E. Help Desk and Liaison - 30% - 1) Provides help desk assistance to post end users with any issues relating to post unclassified computer systems. 2) Serves as the primary point of contact for vendor assistance and Department support offices with post computer system issues (As Directed by the Post IMO).

F. Training - 5% - 1) Ensures that all personnel with access to post unclassified computer systems have completed the annual computer cyber security awareness training developed by DS/SI/CS and received post-specific computer security training related to their individual job responsibilities (As directed by the Post ISSO). 2) Conducts general end user training on software applications and operating systems used by post personnel (As directed by the Post IMO).

G. Post Specific Program Development - 5% - Develops post specific programs. Tests and documents the development of any user/post specific program implemented to meet post's requirements such as scripts, databases, macros, and website development (As directed by the Post IMO).

H. Contingency Plan Preparation - 5% 1) Responsible for assisting the ISSO with developing and updating a post security plan and a contingency plan for all unclassified post computer systems annually or when major modifications occur. 2) Must assist with testing the contingency plan annually, or when major modifications are made. 3) Coordinates the contingency plan testing with Post management to ensure that any emergency response procedures specified in the contingency plan are consistent with the post emergency action plan (As directed by the Post ISSO).

I. Logs and Record Keeping - 5% - Ensures that all required reports are submitted in a timely matter and that all system access logs, maintenance logs, and audit logs are maintained for at least six months, with the exception of password receipts/security acknowledgement forms, which shall be kept for the duration of the user's access to post unclassified computer systems and for six months after the user's departure from post (As directed by the Post IMO and ISSO).

J. Perform other duties as required including, but not limited to; pouch, telephone, and radio operations, inventory control and disposal. - 5% - (As directed by the Post IMO).