



AMERICAN EMBASSY, NEW DELHI, INDIA

VACANCY ANNOUNCEMENT NUMBER: 14-066

OPEN TO: All Interested Candidates

POSITION: Computer Operator (LAN), FSN-1815-07, DLA-559012
(Personal Service Agreement)

OPENING DATE: September 15, 2014

CLOSING DATE: September 26, 2014

WORK HOURS: Full-time; 40 hours/week

SALARY: Not Ordinarily Resident (NOR) - Grade: FP-07
Ordinarily Resident (OR) - Grade: FSN-07*
*Starting salary will be determined on the basis of qualifications and experience, and/or salary history.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Definitions) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in New Delhi is seeking an individual for the position of Computer Operator (LAN) in the Information Resources Management Office.

Applicants must apply on the U.S. Mission Application Employment Form and specify the vacancy announcement number. Applications not completed on U.S. Mission Application Employment Form, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted. (Refer to application procedure below)

Only applicants who are selected for the interview will be contacted.

BASIC FUNCTION OF POSITION

The incumbent will be responsible monitor local area networks (LAN) and all other information technology (IT) systems equipment under the supervision of the Computer Management Assistant Team Lead at the American Center office. The incumbent will provide end-user support, installation and configuration of computer equipment, troubleshooting computer

problems, perform system backup and restore, monitoring of system availability and performance and will provide end-user training.

Perform the following duties, though not limited to:

- Perform day-to-day operations to keep the Information Systems Center (ISC) supported OpenNet and Public Affairs network operational.
- Perform all Information Systems Center (ISC) routine tasks like server maintenance, network infrastructure maintenance, downloading and deploying new antivirus definition files, checking event logs, backup logs, creating and deleting users and file restoral.
- Provide support in 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.
- Perform installation, modification and maintenance of LAN equipment, operating systems, applications, utilities, patches and configurations as required for hardware configuration or deployments.
- Perform diagnostics on existing and new automation equipment. Test and debug applications and operating system configurations to include security compliance configurations.
- Maintain historical system records e.g. hardware inventory, system configuration, software documentation, configuration, tracing and registration, spare parts inventory and tracking as necessary.
- Serve as a point of contact for maintenance contractors to install and/or expand network system.
- Monitor computer system to detect inconsistencies and malfunctions and take corrective action as appropriate.
- Advise the Computer Management Assistant Team Lead of possible system faults, develop and maintain a systematic preventative-oriented approach to routine network maintenance tasks.
- Receive and screen calls from users reporting hardware and software problems.
- Provide user assistance and guidance in use of major software applications and use of their Automatic Data Processing (ADP) equipment.
- Provide appropriate training to individuals and/or group of users at all organizational levels.
- Maintain ISC systems software libraries including software images, licenses, manuals and general documentation and training materials.
- Setup laptop and projector or any other computer item required for American Center multimedia presentations, PowerPoint support for seminars, discussions and conferences and also assist with setup of off-site conference venues.
- Responsible for creating and maintain Standard Operating Procedure (SOP) for all Department of State approved applications, software and hardware equipment.
- Perform other duties as assigned.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. To request the position description, kindly send an email to NewDelhiVacancies@State.gov.

QUALIFICATIONS REQUIRED

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

1. Two years of college study with one year of industry standard Information Technology certification from CompTIA, Microsoft or Cisco.
2. Two years of work experience, primarily of systems administration or technical nature where emphasis is placed on LAN management and administration.
3. Level III (Good Working Knowledge) in English and Level II (Limited Knowledge) in Hindi (Speaking/Reading/Writing is required. **(When applying for the position, please indicate your level of proficiency for these languages)**)
4. Must have knowledge of the ISC's operations and software applications. Technical knowledge of standard IT procedures in large sized LAN operations.

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

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.

TO APPLY

Interested applicants for this position should submit the following:

1. Universal Application for Employment as a Locally Employed Staff or Family member (DS-0174) is available on website Please note: Must answer all the questions in DS-174 application form.

http://newdelhi.usembassy.gov/job_opportunities.html or

2. A current resume or curriculum vitae that provides the same information found on the UAE (see Definitions); **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**

4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-0214 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.

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

SUBMIT APPLICATION TO

U. S. Embassy
Human Resources Office (Recruitment Team)
Shantipath, Chanakyapuri
New Delhi 110 021

or

FAX: 2419-8056

or

E-mail: NewDelhiVacancies@State.gov

POINT OF CONTACT

Telephone: 24198227/8369/8908

Please insert **14-066** (Vacancy Announcement Number) in the Subject of the E-mail NewDelhiVacancies@State.gov. Applications without the Vacancy Number or with incorrect Vacancy Number will not be accepted.

DEFINITIONS

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.

5. **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.

6. **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).

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
- D. Date of Birth
- E. Place of Birth
- F. Dates Available for Work
- G. First, Middle, & Last Names as well as any other names used
- H. Current Address, Day, Evening, and Cell phone numbers
- I. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No; if yes, provide number*)
- J. U.S. Social Security Number and/or Identification Number
- K. Eligibility to work in the country (*Yes or No*)
- L. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- M. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- N. Days available to work
- O. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- P. U.S. Eligible Family Member and Veterans Hiring Preference
- Q. Education
- R. License, Skills, Training, Membership, & Recognition
- S. Language Skills
- T. Work Experience
- U. References

CLOSING DATE FOR THIS POSITION: (September 26, 2014)

The U.S. Mission in New Delhi 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.