

Vacancy Announcement

for

U.S. Embassy, Baghdad

ANNOUNCEMENT NUMBER: TCN 11-62

OPEN TO: Third Country Nationals Only

POSITION: Computer Management Assistant; FSN-7

OPENING DATE: November 3, 2011

CLOSING DATE: November 16, 2011

WORK HOURS: Full-time; 40 hours/week

SALARY: US \$22,539 per annum (plus 35% Differential of basic salary; 15% of basic salary for Unique Conditions of Work Allowance) **Paid in US Dollars.**

LENGTH OF HIRE: 1 - 5 years (1 year with 4 optional years)

The U.S. Embassy in Baghdad is seeking an individual for the position of Computer Management Assistant in the U.S. Consulate Basrah's Information Resources Management Office.

BASIC FUNCTION OF THE POSITION:

The incumbent is a key technical support provider, providing technical support to U.S. Consulate Basrah staff on the use of computer system resources. This includes WAN, LAN, Server, Workstation and application trouble-shooting, and when necessary user training. The incumbent will often resolve telephonically or via remote diagnostic tools those calls that can be resolved without on-site intervention. The incumbent is directly responsible for the administration of all trouble tickets generated for information technology (IT) support Consulate - wide and for the Database Administration, patch and software management of Microsoft, Windows, and all associated applications.

The Universal Application Form, TCN program benefits and FAQs can be found at:

http://iraq.usembassy.gov/hr_tcns.html

QUALIFICATIONS REQUIRED

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

1. Bachelor's degree in Computer Science or a closely related field is required.
2. Minimum three years of experience in IT service, administrative function or a related field is required.
3. Level III (Good working knowledge) Speaking/Reading/Writing in English is required.
4. Must have wide range knowledge and understanding of: Microsoft Server and Client OS (2003, XP, etc.), Microsoft Server applications (SQLFilesX, SMS, IIS, etc.), Microsoft Client applications (Office, Publisher, Internet Explorer, etc), diagnostic tools and recovery utilities and methods. Must have knowledge of hardware of IBM-standard PC components and configuration (CPU, CMOS, RAM, etc.), current peripheral device technology (PCI, USB, IDE, SCSI, etc.) and external device.
5. Be able to maintain all LAN components, including hardware, cables, disk operating software, application and utilities software, various interface cards, hard disk drives, and PCs.

SELECTION PROCESS

It is essential that candidates address the required qualifications above in the application to meet the required qualifications.

TO APPLY

Applicants for this position must submit the following information:

1. Universal Application for Employment DS-174, as a Third Country National (TCN);
2. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION MATERIALS TO THE FOLLOWING EMAIL ADDRESS:

TCNISUAmman@state.gov

FOR INQUIRIES PLEASE EMAIL:

TCNISUAmman@state.gov

POINT OF CONTACT:

Telephone: (962) (6) 590-6832 / 590-6828
FAX: (962) (6) 5906869

CLOSING DATE FOR THIS Vacancy Announcement: November 16, 2011

The U.S. Mission in Baghdad 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.

Approved: THarrison IRM/ISO
Cleared: AMEveritt ISU/HRO
Drafted: AAliah ISU/HRO

Appendix A

DEFINITION

A third-country national (TCN) is an individual who meets the following criteria.

- (1) Is neither a citizen of the United States nor of the country to which assigned for duty.
- (2) If employed, is eligible for return travel to the TCN's home country or country from which recruited at U.S. Government expense.
- (3) Is on a limited appointment for a specific period of time.
- (4) Encumbers a direct-hire, personal service agreement (PSA) FSN position covered under the TCN local compensation plan. Such an employee normally is recruited from outside the host country and relocated from the point of recruitment to the host country. The return travel obligation assumed by the U.S. Government may have been the obligation of another employer in the area of assignment if the employee has been in substantially continuous employment which provided for the TCN's return to home country or country from which recruited.

Hired TCN Staff are considered separate from the Locally Employed Staff (LES) because they have separate Local Compensation Plan and nationalities. Candidates are expected to be employed at the U.S. Mission in Iraq from one to five years.

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information which equates to the information found on the DS-174.

Failure to submit the required information may result in the applicant not being considered for the vacancy.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (see top of page)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. Permanent U.S. Resident (Yes or No; if YES, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- J. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class/Type
- K. Days available to work
- L. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- M. Education
- N. License, Skills, Training, Membership, & Recognition
- O. Language Skills
- P. Work Experience
- Q. References

Computer Management Assistant Capsule Position Description FSN – 7

The incumbent is a key technical support provider, providing technical support to U.S. Consulate Basrah staff on the use of computer system resources. This includes trouble-shooting hardware and software problems, user training and other peripherals as necessary. Directly responsible for the administration of all trouble tickets generated for information technology (IT) support Consulate -wide. Incumbent monitors software and makes modifications as necessary. Incumbent will respond immediately to problems with little or no supervision for complex problems or coordinates with Washington, DC IT service center for more complex problems. Assists Information Systems Security Officer (ISSO) as necessary.