

Vacancy Announcement



U.S. Embassy Iraq

**ANNOUNCEMENT
NUMBER: 11-84**

**SUBJECT:
Computer Management Assistant, FSN-8
One (1) Vacancy**

DATE: 05/16/11

OPEN TO: All Interested Candidates/All Sources

FROM: Human Resources Office

POSITION: Computer Management Assistant, FSN-8; FP-6*

OPENING DATE: May 16, 2011

CLOSING DATE: May 30, 2011

WORK HOURS: Full time: 40 hours/week

SALARY: *Ordinarily Resident (OR): 26,735 USD p.a. (Starting Basic salary)
(Position Grade: FSN-8)

*Not-Ordinarily Resident (NOR): 44,737 USD p.a. (Starting Basic salary)
(Position Grade: FP-6)

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

The U.S. Embassy in Baghdad is seeking an individual for the position of Computer Management Assistant for its Post in **Basrah**.

BASIC FUNCTION OF THE POSITION

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

QUALIFICATIONS REQUIRED

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

1. Bachelors degree in Computer Science or a closely related field is required.
2. Three years of experience in IT service, computer administrative function or a related field is required.
3. Level III (Good Working Knowledge) Speaking/Reading/Writing English is required. (Language proficiency will be tested)
4. Must have wide range knowledge and understanding of Microsoft Server and Client OS (2003, XP, etc.), Microsoft Server applications (SQL, FilesX, SMS, IIS, etc.), Microsoft Client applications (Office, Publisher, Internet Explorer, etc.), Diagnostic tools and recovery utilities and methods.
5. 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.), external device technology (DAT, DLT, Printer, Scanner, Camera, Audio, Video, etc), telecommunication protocols (Ethernet, TCP/IP, SMB, etc.), TCP/IP addressing and sub netting concepts, utilities (DNS, DHCP, WINS), application protocols (FTP, HTTP, Telnet, etc.), diagnostic tools and recovery utilities and methods.
6. Be able to maintain all LAN components, including hardware, cables, disk operating software, applications and utilities software, various interface cards, hard disk drives, and PCs.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US 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 US 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 candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (see *Appendix B*); **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-214 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

Interested applicants may apply for this position by filling out the DS 174-Universal Application for Employment form and e-mailing it to BaghdadHR@state.gov.

To view the DS 174-Universal Application for Employment form (UAE) and application instructions, please click on below:

<http://iraq.usembassy.gov/iraq/jobs.html>

E-mails received without the appropriate subject line will not be considered. Your e-mail must state the vacancy title and vacancy announcement number in the subject line, example: VA11-84 Computer Management Assistant

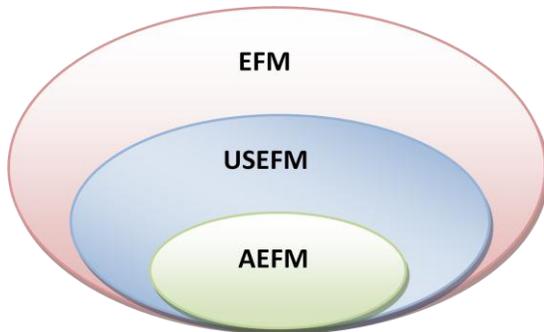
CLOSING DATE FOR THIS POSITION: MAY 30, 2011

The US 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: D/HRO/WG
Cleared : IPC/TH

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM)**: An individual related to a US 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. **US Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US 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, and 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 US Citizen.

4. **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 US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US 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.

EFM's without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

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 (if known)
- 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. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, *provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

Vacancy Announcement

U.S. Embassy, Iraq



Announcement Number: 11-84	SUBJECT: Computer Management Assistant – FSN 8 Major duties and Responsibilities	Opening Date: 05-16-11 Closing Date: 05-30-11
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Major Duties and Responsibilities:

60%

Incumbent will provide technical support and trouble tickets. Under the guidance of the Information Programs Officer (IPO) provides technical support to users on the Department of State's SBU OpenNet LAN system at US PRT Basrah.

Technical Support - incumbent monitors PRT hardware and software and makes modifications to configuration as necessary. Troubleshoots hardware and software problems, installs new computers, printers and other peripherals as required. Acts as first point of contact for all users who visit or call the IPC Helpdesk, and logs users' requests and assists them directly for routine or complex technical problems. Will respond immediately with little or no supervision for complex problems, or acts as liaison for technical assistance from Washington DC IT Service Center for more complex problems. Ensures clients' requests are responded to in a timely manner and problems are adequately resolved. Transfers all OpenNet accounts for new arrivals, setting them up for use in PRT Basrah. Sets up the appropriate groups, network drives, and helps users with .pst files. Transfers all OpenNet accounts for departing personnel, removing them from all the appropriate groups, and assisting them with reducing their inbox by making .pst files to transfer to their next assignment.

Incumbent monitors Opennet network vulnerability, security compliance, and patch management, remedy tickets through iPost Enterprise Network Management software and be first point of contact for resolving any issues.

Database Administration:

25%

Maintains the database for all trouble tickets generated for IT support in the PRT through the PRT Basrah Helpdesk email/tasking tracker system. This system generates reports for management controls and provides metrics for the Department. Maintains database on DeviceLock deployment, database inventories for hardware in use on the unclassified LANs. Keeps track of serial numbers, locations and other details by collating data on equipment installation from colleagues and receiving reports and enters them into eScore. Maintains the software inventory, ensuring that versions are current and on ITCCB or Local CCB. Creates and keeps up to date distribution lists in Active Directory or Microsoft Outlook.

Handheld Satellite and Portable Radio Administration:

5%

Maintains the Handheld Satellite and Portable Radio database, inventory, alerts IPO when inventory of both hardware and time cards are low/expiring, and coordinates re-activation of accounts and devices with Embassy Baghdad GSO.

Cyber Security Administration:

5%

Assists the ISSO by reminding users that passwords are not current/expired and requesting that the users immediately reset this delinquency. Assists the ISSO by reminding users that annual Cyber Security Test is required to be permitted to continue to have access to OpenNet. Keeps records of current users certificates

Other:

5%

Distributes the Home Giveaway Symantec Anti Virus software that is provided by the Department of State. Maintains a library of training materials and other "lending" resources such as manuals and laptop PCs, ensuring that they are properly signed out and accounted for. Updates anti-virus definitions and patches on all IPC unclassified laptops. Also generates inter-agency workload distribution projections for IPO to use for PRT budget considerations. This involves reviewing State computer assets in use by other agencies. handles routine filing, general correspondence, re-stocking of basic supplies and other such administrative and clerical functions.