



The United States Agency for International Development (USAID) in Iraq is seeking applications for the one year position (extendable) of:

Computer Management Assistant, FSN-08
(Executive Office)

VACANCY ANNOUNCEMENT No. 16-03

OPENING DATE: June 29, 2016
CLOSING DATE: July 20, 2016 (5pm Baghdad time)
MARKET VALUE: FSN-08 (USD 26,735 – USD 40,103 basic salary p.a.)

POSITION GRADE: Full performance grade level for this position is: FSN-08. A training grade level, below FSN-08, may be established depending on the education and relevant work experience of the applicant. Base Salary Range will be commensurate with established salary history, qualifications, and relevant work experience.

BASIC FUNCTION OF POSITION:

The Computer Management Assistant is a team member of the Executive Office. Under the supervision of the Supervisory Information Technology specialist the incumbent is responsible for providing assistance to the Systems Manager with the technical operations of the Mission's information technology program, including day-to-day operations, installation, maintenance of computer and network equipment and providing first-line IT user support. Maintains the inventory of cell phones, GFE mobile devices and laptop computers. The incumbent reports directly to the Supervisory Information Technology specialist who, in consultation with the Executive Officer, establishes basic work parameters and determines priorities. The employee will assist the Supervisory Information Technology specialist with Mission IT system management on an as needed basis, or in the absence or preoccupation of the Supervisory Information Technology specialist. During these periods the Assistant will serve as network administrator and will be responsible for the maintenance of the system, including but not limited to matters relating to computer operations; support of application systems; installation, maintenance, and repair of hardware and telecommunications. The incumbent assists in the training of computer users, is responsible for adding new LAN/phone connections as required, and updates network layout drawings and tables. This position requires a broad and comprehensive knowledge of LAN systems and PC based hardware and software, and strong technical and communications skills.

Major Duties and Responsibilities:

a. User Support

(50%)

Provides the first line of customer support. Assists users with hardware and software issues. Enlists assistance from other IT staff if warranted. Ensures that all help desk requests are entered into the automated tracking system. Analyzes the frequency of problems and inquiries and updates the library of common work-order solutions. Orders/requisitions and stocks spare parts and supplies used in the installation, modification, maintenance and repair of computer equipment.

b. Inventory Control**(25%)**

Maintains a detailed inventory of Cell Phones, Laptop Computers and GFE Mobile devices that are issued to Mission employees. Verifies the validity of mobile device bills.

c. Maintenance of computer software/hardware**(25%)**

Installs, configures, maintains, and troubleshoots end user equipment, such as personal computers, printers, and other attached devices. Ensures proper network connectivity. Monitors, maintains and coordinates troubleshooting of multi-site disaster recovery data store replication infrastructure.

15. Qualifications Required For Effective Performance

Education (10 points): Successful completion of a Bachelor's degree in computer science or related technical field is required.

Prior Work Experience (25 points): A minimum of four years of responsible work experience in computer operations and utilization of systems is required. Prior work experience of trouble shooting and installing computer hardware, such as hard drives, network cards, and other peripherals, software installation, and hardware and software procurement is required.

Language Proficiency (20 points): English Level IV (fluent) written and spoken is required. Arabic Level IV (fluent) written and spoken is required. **(Language proficiency will be tested)**

Job Knowledge (20 points): A thorough knowledge of: 1) computer equipment operations and installation management; 2) hardware and software technology (capabilities and limitations); 3) industry standards specific to computer hardware and software operational procedures; and best practices is required. Should have some understanding of financial and equipment resource management. The incumbent must be a technically "hands-on" individual and possess a thorough knowledge of automated information systems.

Skills and Abilities (25 points): The ability to work effectively as a team member in a culturally diverse team environment is required. The incumbent must be able to work calmly, tactfully, and effectively under pressure and to demonstrate extreme flexibility to manage more than one activity at a time in the performance of daily computer management duties and responsibilities. Excellent skills to maintain operational capability and readiness of the Mission computer and telecommunication systems is required. Strong technical and analytical skills to troubleshoot, diagnose and resolve hardware and software problems and to maximize the capability of mission computer resources is required. In addition, exceptional communications and interpersonal skills are critical for: a) The maintenance of productive working relationships with Mission personnel; b) Interaction with appropriate individual(s), departments within M/IRM/USAID Washington and Mission personnel on a myriad of complicated technical issues; c) Gaining acceptance of findings, recommendations and decisions relative to computer support; and d) Resolving priority issues, system limitations and down-time with appropriate Mission personnel. The ability to adapt to the existing management team by being a good listener, a team member, and an articulate advocate of the Mission IMS vision is required.

Incumbent must be able to communicate clearly and effectively with all categories of Mission employees and appropriate Embassy personnel, as well as the general public, to assure complete comprehension of Agency Information Management (IM) regulations and related technical information. Incumbent is required to be able to prepare upon request specific technical reports and documents related to computer systems technology in a professional and competent manner requiring little or no editorial changes prior to distribution.

How to apply for this Vacancy Announcement

Interested applicants MUST submit the following materials:

- 1- Most current Curriculum vitae or resume;
- 2- Universal Application for Employment (UAE) (Form DS-174), which is available on the website <http://iraq.usembassy.gov/jobsvacancies.html>;
- 3- Three references, who are not family members or relatives, with telephones and e-mail contacts;

Applications should be forwarded only on the email: iraq-jobs@usaid.gov address. Only signed applications submitted on the prescribed application DS-174 Form and on the email address given in the vacancy announcement will be considered. When submitting an application, the vacancy announcement number and the title of the position must be mentioned in the subject line. Incomplete applications, unsigned or applications received after the closing date will not be considered. Only short listed candidates will be contacted for their test/interview.

USAID/Iraq reserves the right to obtain from previous employers relevant information concerning the applicant's past performance and may consider such information in its evaluation.

Applicants should retain for their records copies of all enclosures which may accompany their applications. Do not attach original documents to your application as they will not be returned.

USAID/IRAQ is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Iraqi society. Applicants from disadvantaged and under-represented ethnic groups, women, and people living with disabilities are encouraged to apply.

USAID Iraq
EXO/Human Resources
Job Application
USAID Compound
Email: iraq-jobs@usaid.gov