

U.S. EMBASSY KUWAIT

VACANCY ANNOUNCEMENT NO. 046-11

OPEN TO: ALL INTERESTED CANDIDATES

POSITION: COMPUTER MANAGEMENT SPECIALIST
FSN-1805-09*; FP-05(step 1 through 4) **

OPENING DATE: December 19, 2011

CLOSING DATE: January 3, 2012

WORKING HOURS: FULL-TIME; 40 hours per week

SALARY: Full performance level:
Not-Ordinarily Resident (NOR):
US\$ 42,948 p.a. through US\$ 48,338 (Starting Salary);
Position Grade: FP-05 (step 1 through 4)
(** Final grade/salary to be determined by HR/OE –
NEA/EX/HRD)

Ordinarily Resident (OR): KD 10,502 p.a. (Starting Salary)
Position Grade: FSN-09
* Actual grade and salary will be based on the qualifications of
the applicant.

The U.S. Embassy in Kuwait is seeking an individual for the position of a Computer Management Specialist in the Information Management Office.

Important note:

Ordinarily Resident (OR) applicants must have the required work and/or residence permit to be eligible for consideration. (This applies to all foreign nationals (US and non-US citizens) residing in Kuwait).

All applicants (US citizen and non-US citizens) who are family members of USG employees officially assigned to post and NOT under Chief of Mission authority must be residing in country and have the required work and/or residency permits to be eligible for consideration.

All US Citizens (USEFMs, EFMs, or MOHs as defined below) of US Government Employees assigned to the Mission and under Chief of Mission authority are eligible for consideration. A US Citizen EFM does not have to be residing in country to be considered but the sponsoring officer under COM authority does have to be officially assigned to post.

TO APPLY

Interested applicants for this position **must** submit the following **or the application will not be considered**.

1. Application for US Federal Employment (DS-174) which is available on the Embassy's site: <http://kuwait.usembassy.gov> and/or
2. A current résumé or curriculum vitae that provides the **same information** as the DS-174 (specifically section 1-24 of the DS-174)
3. Copy of the high school certificate/university degree (per the requirement of the position).
4. Copy of the Civil ID or passport copy including the residence permit page.
5. Candidates who claim US Veterans preference **must** provide a copy of the form DD-214.

SUBMIT APPLICATION BEFORE THE CLOSING DATE TO:

Human Resources Office
American Embassy Kuwait
Bayan, Block 13, Al-Aqsa Mosque Street

OR Email the application to: HROKuwait@state.gov

Please note that incomplete applications will not be accepted.

BASIC FUNCTION OF THE POSITION

The Computer Management Specialist is a member of the Embassy's Information Systems Center which manages the mission's computer networks and other IT systems.

Duties include:

LAN / WAN Administration:

- The jobholder maintains and implements the continued development and expansion of the mission network operation consistent with established security policies, strategies and guidelines.
- Maintains and implements operating level agreements and computer operations infrastructure, which includes 7 x 24 network operation and availability.
- Installs and configures network communication equipment like switches, routers, gateways, bridges, access points, modems and other equipments in accordance with established standards and regulations.
- Installs, configures, trouble-shoots and maintains hardware and software as required, meeting foreseen and unforeseen demands and contingencies.
- Monitors and manages network printers and monitors daily backup on all servers.

Management Advisory and Reporting

- Analyzes and proposes computer hardware and software requirements and capabilities in connection with current projects and also with expansion and upgrade projects.
- Assists in planning and recommending actions as necessary of all systems and peripheral hardware and server, general use, or office-specific application software and upgrades.
- Assists in coordinating installation, maintenance and repair of the external communications lines to provide both inter-connectivity and Internet connectivity in coordination with the embassy IT officers, external contractors and installation, repair & maintenance crews and offices and Internet Service Providers as necessary.

Application Design, Development, Implementation and Training

- Installs and configures all application programs running at Post on servers and workstations on Embassy Networks.
- Sets up an equipment replacement cycle and negotiates warranty agreements to minimize maintenance and utilization costs.
- Participates in the management of complete computer maintenance and operations facilities to ensure that proper inventories of equipment, spare parts, maintenance tools, test tools and supplies are maintained and reconciled.
- Identifies, and recommends new ways users can use the computer systems to make their work easier and more efficient. Listens to complaints and considers suggestions, recommendations, solutions, and requests.
- Provides user technical support, troubleshooting and training for Embassy systems and applications.

QUALIFICATIONS REQUIRED:

1. Possession of a Bachelor's Degree in Computer Engineering, IT systems or Computer Science or equivalent work experience. PC systems engineering, programming, system analysis and design, database administration, computer networking, communications cabling or other related education is also required. Current professional certifications, such as Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Database Administrator (MCDBA), Cisco Certified Network Administrator (CCNA) or other equivalent industry-standard certifications are required.
2. Minimum five years experience in a technical and administrative position responsible for the operations, management and utilization of a computer network system, of which two years must have been performing duties directly responsible for the installation and configuration (if necessary) of network applications and all aspects of systems analysis and design. Two years experience installation, configuration and administration of Microsoft Windows 2003 and above servers, database and Exchange and administration and utilization of server-based applications is required. Experience in the area of Internet site configuration, Windows domain administration, managing/configuration of client-server applications, managing and configuration of Exchange applications, managing of user security policies, installation and configuration of communication equipment and troubleshooting network problems.
3. Level IV (fluent) in English.
4. Incumbent must have a good working knowledge of system administration, networking, applications and programming and basic systems hardware. Also installation and maintenance of Windows clients, MS Office applications, Active Directory, network security and telecommunications. Knowledge of SQL, ExchangeDHCP, IIS servers is required. Must have knowledge of configuring, installing and troubleshooting of routers, and Video Conferencing Equipment.

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.

Only those short listed applicants will be called for a test/interview.

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.

DEFINITIONS

1. 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.
2. EFM: An individual related to a US Government employee in one of the following ways:
 - Spouse;
 - 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.
3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a US 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 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.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

CLOSING DATE FOR THIS POSITION: COB January 3, 2012

An equal opportunity Employer

The US Mission in Kuwait 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.