U.S. Embassy Rabat ✧ Human Resources Office
Vacancy Announcement
TEMPORARY COMPUTER OPERATOR
Announcement Number: 14-50

OPEN TO: ALL INTERESTED CANDIDATES

POSITION: TEMPORARY COMPUTER OPERATOR

OPENING DATE: Thursday, August 28, 2014

CLOSING DATE: Thursday, September 11, 2014

WORK HOURS: Full-time, 40 hours/week

SALARY: *Not-Ordinarily Resident: $ 36,111 p.a. (Starting Salary based on 40 hours)

(Position Grade: FP-8 following confirmation by Washington)

*Ordinarily Resident: Gross Salary DH 132,848 p.a. (Starting Salary based on 4**0** hours including allowances, competitive bonus and benefits package. U.S. Mission will withhold from your gross salary employee's portion of the CNSS and CIMR contributions, health/life/disability insurance contributions as well as all tax obligations as imposed by the US and/or host country governments)
(Position Grade: FSN-6)

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

LENGTH OF HIRE: Temporary position for three months (from September 12 to December 12, 2014)

The U.S. Embassy in Rabat is seeking two individuals for the Computer Operator position.

BASIC FUNCTION OF POSITION:
The incumbent will provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. The position will also be responsible for Information Technology (IT) inventory management, administration and internal support for PCs, printers, servers, and related equipment.

- Maintain inventory of all equipment, software and software licenses
- Plan and execute the move all IT equipment to new locations
- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for local workstation
- Utilize and maintain the helpdesk tracking software
- Assist with onboarding of new users
- Install, test and configure new workstations, peripheral equipment and software

QUALIFICATIONS REQUIRED

NOTE: *All applicants **must** meet all qualifications and provide supporting documentation for each criterion below***.**

Education: Completion of two years of University is required.
Experience: At least 3 months experience working in an embassy IT helpdesk or customer service position is required.
Language: Level 3 (good working knowledge) in English, Arabic and French is required.
Knowledge:

- Must have the ability to administer end-user workstations and supports end-user activities utilizing TCP/IP on a primarily Microsoft Windows-based local area network (LAN).
- Must have the ability to install, configure and maintain personal computers, Windows workstations, file servers, network cabling, and other related equipment, devices and systems; add or upgrade and configure disk drives, printers and related equipment.

Abilities and Skills:

- Strong customer service and IT problem solving skills are required.
- Excellent computer skills are required
- Ability to lift and/or move up to 50 pounds is required.

SELECTION PROCESS

When equally qualified, US Citizen EFMs and US Veterans will be given preference. Therefore, it is essential that the candidate 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 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.
3. 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.
4. 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.
5. Current Ordinarily Resident employees must serve in the same position for a period of 52 weeks before being eligible to apply for advertised positions.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

1. Application for Employment as a Locally Employed Staff or Family Member, DS-174
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g. education diplomas, essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION

a) By mail to: Human Resources Office
   Attention: Vacancy Announcement 14-50
   Address: 2 Avenue Mohamed El Fassi (ex-Marrakech), Rabat
b) By e-mail: RecruitmentRabat@state.gov

Important: If your application has been selected for further consideration, you will be contacted within 3-6 weeks from the closing date of this vacancy announcement for further testing and/or interview.

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***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 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 US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is <u>not</u> 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.

The US Mission in Morocco 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 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.