

## **BASIC FUNCTION: Computer Control Assistant**

Working under the Information Systems Officer's (ISO) and Computer Management Specialist CMS guidelines the incumbent manages telephone reception and service desk operations. The Computer Control Assistant supervises one help desk computer clerk, two LAN operator desktop support technician, and one audio visual technician. The COMPUTER CONTROL ASSISTANT ensures that all reception and helpdesk contacts are documented, prioritized and resolved in a timely manner.

## **MAJOR DUTIES AND RESPONSIBILITIES**

Any issues that the reception and service desks are not able to resolve will be referred to higher levels of support but will continue to be monitored by the service desk until resolution to ensure customer satisfaction. The Computer Control Assistant ensures that customer contacts meet ICASS standards and are promptly entered into eservices to maintain accurate CMI statistics. The Computer Control Assistant also ensures supervised staff is cross trained to provide the service desk with depth of coverage. The Computer Control Assistant constantly assesses service levels and improves processes and procedures to improve delivery of services.

The Computer Control Assistant manages and maintains all desktop (hardware and software), printer and media (audio/visual) resources on the Department of State LAN (local area network) (OpenNet Plus). This includes all Department of State applications supporting all Consulate operation including Consular Visa and Passport Services, Human Resources, Medial Unit, Regional Security Office and the Front Office. The COMPUTER CONTROL ASSISTANT manages and supports IT requirements for VIP visitors and establishing ISP connections and setup of control rooms on short notice.

As a systems administrator, establishes security procedures as per Agency guidelines and ensures adherence to these procedures for preserving integrity of data and applications. Ensures iPost has an A+ score and that no iPost issue exists for more than one week without a documented course of action. Monitors system notices to ensure network changes and patches are addressed before they start scoring in iPost. Analyzes, evaluates and suggests computer hardware and software for the Local Area Networks in Mumbai. Installs, replaces and supports the computer hardware and software applications at the Consulate Mumbai. Reviews and recommends equipment installed, based on diplomatic security guidelines, post requirements, relative risk factors and replacement versus maintenance costs. Oversees the activities of any hardware and software maintenance contractors brought in to service the LAN.

Maintains inventory levels for office IT equipment and expendable supplies such as spares, printer cartridges, CDs/DVDs etc. The COMPUTER CONTROL ASSISTANT Appraises senior management on technical issues, current technologies and bottlenecks. Coordinates formal IT related training activities for the staff at Mumbai and maintains the training room. Under ISO's guidance carries out all Information Management (IM) related administrative

functions, which includes but are not limited to administering of the budgeted funds and ensuring IRM related bills are correct and being paid in a timely manner.

## **Customer Support**

**40%**

### RESPONSIBILITY:

- Primary customer support responsibility is to ensure that the all users have the access to and knowledge of the information management tools needed to perform their business functions.
  - Sets up user ids, passwords, access rights and file and directory attributes to protect shared and system files.
  - Creates or updates email distribution lists and mailboxes.
  - Creates user groups, implements “User Policies” and assigns users to groups determining which users are required to share data with each other
  - Establishes workstation shells to reflect each user's PC configuration
  - Develops system and login scripts to ensure authorized users access the network and its applications in a seamless manner.
- Monitors the Service desk and Customer interactions to ensure ICASS standards are being met and metrics are accurately reported
  - Controls user access to hardware and software in both stand-alone and LAN environments.
  - Plans and executes the required application housekeeping and reporting routines
  - Plans and executes a regular cycle of backups and other required system housekeeping tasks
  - Develops and writes the necessary systems management programs.
  - As a security and database administrator, ensures that post meets the State Dept. computer security standards

### TECHNICAL KNOWLEDGE:

- Ensures the basic architecture of the MS Exchange application
  - Message Transfer Agent
  - Information Store
  - Directory Service
  - System Attendant
- Verifies that same are running properly, and if not, takes corrective measures immediately.
- Provides advanced support for LAN trouble shooting

- Fine tunes menu systems, directory structures, and login scripts
- Upgrades, designs or redesigns LANs as required
- Assists in keeping the entire network current with the installation of service packs and hot fixes rolled out by operating system vendors
- Maintains existing application systems
  - Installs all new and updated Consular, DoS, and commercial software packages

#### PLANNING:

- Analyzes LAN performance
  - Suggests possible relocation of the peripherals for optimum utilization.
  - Identifies additional hardware required.
  - Advises as to the availability of desired software through third-party companies or from agency resources.
  - Monitors and audits existing application software for its utilization, integrity of data performance evaluation and makes the necessary changes required

#### PROBLEM SOLVING:

- Initiates corrective measures as a result of on-going and per incident troubleshooting
  - identifies bottlenecks
  - designs internet LANs structures for Consulate Mumbai
  - fine-tunes hardware and software parameters of post-specific software

#### COMMUNICATION:

- Co-ordinates training programs for both American and FSN personnel
  - develops curriculum and agenda of the material for training courses providing handouts, reference guides, quick references and manuals
  - addresses the needs of beginners, intermediate and power-users
  - uses modern techniques including video-clips, sound, multimedia, slide-shows and overhead projection
  - provides training in classroom as well as individual settings
  - offers individuation consultation training on how to access host country gateways to reach commercial networks on the Internet and the World Wide Web
  - conducts user training on all Department of State applications
    - administrative applications
    - IRC library software
    - COTS (commercial off the shelf) software packages which include but are not limited to graphical user interface (GUI),
      - Microsoft Word
      - Excel

- Power-Point
  - Access
  - LAN software.
  - and others.
- evaluates user skills and schedules follow-up training sessions as required
- Maintains close contact with users and monitors service desk staff support
  - consults them on new packages-for their networks
  - fields inquiries on new technologies.
  - functions as the front-line contact for all software and hardware related queries and resolves them in a timely and judicious manner.
  - maintains query logs with problems encountered and solutions maintained and designs training workshops to address such situations..

## **LAN Administration**

**30%**

### **RESPONSIBILITY:**

- Supervises 4 staff on the service desk
  - identifies priority levels for all pending tasks
  - assigns tasks
  - provides technical assistance and ensures follow-up as needed
  - Ensure's Service Desk is meeting iCASS standards and that eService tickets and CMI statistics are accurate
- Administers an integrated multi OS LAN, with 13 servers and over 419 desktop clients. The servers are the repository for the software applications and data warehousing of information to support the key public diplomacy functions of the Embassy.
- Has asset management and technical responsibility for the set up, relocation and maintenance of the Embassy's information technology equipment and infrastructure, including:
 

○ Servers	13
○ PCs	419
○ Printers	85
○ Scanners	36
○ Laptops	20
○ TOTAL DOLLAR VALUE	exceeding 1 million dollars
(including server farm, cable plant equipment, routers and switches)	

## TECHNICAL KNOWLEDGE:

- Manages all local area network (LAN) resources
  - Monitors critical activities
  - Fine tunes LAN performance
- Responsibilities range from installation and managing installation of
  - installation of the servers, nodes, cable network and networking software to
  - installation of user application software, client desktop hardware and software and network peripherals such as printers and scanners to
  - administration of MS Exchange (email) related services
  - Training users in the use of the LAN system
- Ensures the interconnectivity of all network components through available telecommunication services
  - tests and installs various advancements in telecommunications such as high-speed modems, public and private internet, as well as the State X400 email system.

## PLANNING:

- Prepares for disaster recovery
  - implements backup, restore, recovery, test and other procedures ensuring strict adherence to security regulations
  - ensures that the Standard Operating Procedures are followed and updated regularly with latest information
  - implements changes in established backup procedures to accommodate changes in computer operation and program requirements.
- Monitors LAN activity
  - schedules, coordinates and controls all operational activities of the networks
  - monitors availability of adequate disk space available on file servers, whether the memory or other resources should be increased
  - recommends upgrade or replacement of file servers and client computers
  - monitors the number of users of networked applications to determine whether or not more client licenses of an application must be purchased to support increased use of software by the user community. Recommends procurement of such software based on requirement evaluation.

## PROBLEM SOLVING:

- Responds to and coordinates the resolution of network telecommunication problems
  - coordinates with the local telephone technicians to ensure availability of high-speed data circuits
  - in case of line failures, analyzes, determines and troubleshoots the cause of the disruption using various available telecommunication utilities
  - responds to user problem reports and production malfunction indicators
  - engages the support for problems of a possible telecommunication nature with DTS-PO, BIMC and IRM Washington and with the local telecom authorities for Internet and inter-branch communications issues
- Actively participates in planning the hardware/software expansion, growth or replacement for the LAN, including
  - installation and maintenance of file servers
  - installation of network operating system or server application software
  - resolution of internal system address conflicts and
  - trouble-shooting and diagnosis of problems related to the file server, the cable plant, workstation PCs and applications
  - implementation of operating system upgrades, hotfixes and antivirus software rollout servers

#### COMMUNICATION:

- Telecommunication involves maintaining communication links to Embassy New Delhi with and Washington.
- Under the ISO's guidance, supervises inter-branch communications through high-speed modems via dedicated, leased lines for E-Mail, data transfer, videoconferencing and also connectivity to Washington via the aggregate link.

#### **Programmer/Analyst**

**20%**

#### RESPONSIBILITY:

- Provides SharePoint development support to support customer service process automation and communications
  - Enhances the functionality of existing automated business processes
  - Responds to user requirements for new application features
  - Reviews customer workflow to identify areas of possible automation support

#### TECHNICAL KNOWLEDGE:

- Demonstrates knowledge in the capabilities of the available application development tools
  - Microsoft SQL
  - Microsoft Access
  - Microsoft Excel
  - Microsoft Word

#### PLANNING:

- Reviews customer workflow and work processes to fully understand the requirement for automation
- Recommends to the customer options that will create the optimum solutions for the stated need
- Analyzes the requirement completely so that the initial solution design will not require later modification and adjustment

#### PROBLEM SOLVING:

- Troubleshoots all problems and errors that occur in locally developed applications
  - Locates problems/errors and takes corrective measures
  - Debugs and corrects program faults
- Resolves errors encountered in third-party application software
  - Verifies that correct procedures were followed
  - Reviews data to rule out data input errors and inconsistencies
  - Researches possible solutions in
    - Available documentation
    - Online vendor help and reference information
    - Vendor customer support lines

#### COMMUNICATION:

- Regularly meets with customers to discuss ways to improve user services
- Responds in a timely manner to customer requests for application support
- Thoroughly discusses with customer the business objectives, workflow and processing exceptions, and error handling solutions involved in any proposed or agreed upon application development

## RESPONSIBILITY

- In addition to direct-report supervisory responsibilities, provides technical guidance, advice and mentoring to the IM/Systems staff in resolving a wide range of complicated issues/problems

## TECHNICAL KNOWLEDGE

- Shares technical expertise with the Mumbai Consulate, Service Desk and computer operations staff

## PROBLEM SOLVING

- Assists in problem resolution by guiding staff members toward appropriate avenues of inquiry
- Identifies to Consulate Mumbai, Help Desk and computer operations staff sources and resources for problem resolution, such as:
  - IM/Systems standard operating procedures
  - Microsoft Technet Knowledge Base
  - Department of State InfoCenter and Help Desk
  - Online technical sources and authorities

## PLANNING

- Promotes interoperability of all IM/Systems staff members through job rotation, responsibility and portfolio switching and cross-training

## COMMUNICATION

- Remains sensitive to the needs of the Service Desk and computer operations staff to achieve independent successes
  - Offers insights and training without taking over or overstepping their authority
  - Provides customer feedback and guidance

## QUALIFICATIONS:

- Education:** University degree in Engineering or Computer Science.
- Prior Work Experience:** 5 years of progressive experience in the computer field in large networking environment.
- Post Entry Training:** Supervisory course RP 248, IA 210,

d. **Language Proficiency:** Level IV (fluent) in written and spoken English.

e. **Knowledge:** Exhaustive knowledge of modern theory and practice of systems and operations techniques as applied to automated management information, and computer operations. Working knowledge of Windows Server 2008, SQL, MS Exchange and Microsoft applications including MS Office, MS SharePoint and other desktop applications. Working knowledge of data communications, networking and experience in usage of data networks. Sound knowledge of State Computer Systems, security and communications policies.

f. **Abilities and Skills:** Ability to fully comprehend and digest complex networking environment. Ability to clarify and explain all computers related problems and procedures. Ability to impart training. Ability to understand computer systems and Networking architecture.

#### **POSITION ELEMENTS:**

a. **Supervision Received:** rater: Computer Management Specialist and Reviewer: ISO regarding the approaches and priorities with wide degree of latitude in operational and programming activities.

b. **Available-Guidelines:** Systems and program documentation and system operations manuals for LAN, and PC hardware. Operating System documentation for all the operating systems currently in use. Agency hardware/software standards and procurement guidelines issued from time to time.

c. **Exercise of Judgment:** The incumbent will be expected to exercise a high degree of judgement in meeting the position requirements to provide an accurate picture of operational problems, take corrective measures in the absence of supervisory support.

d. **Authority to Make Commitment:**

e. **Nature, Level and Purpose of Contacts:** Position interacts with all consulate staff, American and LES, for computer support requirements. Maintains contact with ISC New Delhi for troubleshooting support, as well as with IRM assets in the Department and FMC Bangkok for State Department specific software package troubleshooting.

f. **Supervision Exercised:** The Computer Management Assistant supervises one help desk computer clerk BLA-559013, two LAN operators BLA-559005 BLA-559006, and one audio visual technician BLA-559012 for a total of 4 personnel.

g. **Time Required to Perform Full Range of Duties:** 1 year