

Computer Management Assistant
EXO/IRMS, USAID/Nepal
Position Description

BASIC FUNCTIONS OF THE POSITION

The position, located in the Information & Resource Management Division (IRM) of the Executive Office, is responsible for assisting in the management of computer systems and automated programs. The incumbent will provide technical and administrative support to the Computer Room under the supervision of the Computer Management Specialist. The incumbent assists the Computer Management Specialist in the day-to-day operations, development, installation, repair, maintenance, support and management of workstations, Personal Computer/Local Area Network (PC/LAN) and Personal Computer (PC) and Server hardware, Smartphones, software, peripherals, data communication equipment, VOIP, accessories, auxiliary equipment and automation facilities. The incumbent is responsible for the development, installation, operation, backup, and maintenance of the Mission's network and desktop installations. S/he will be responsible for maintaining the Mission's LAN hardware for approximately 100 users, 120 workstations, modems, routers, switches, scanners, printers, and various other peripherals of computer equipment.

The work involves comparing the organization's work process to LAN system capabilities and developing methods to improve both, operating the day-to-day network and maximizing system performance; providing management advisory services, user support and training. The incumbent is expected to develop, implement and manage the computer-training program on different Applications and Operating Systems. The incumbent should ensure the uptime of communication links at all times.

MAJOR DUTIES AND RESPONSIBILITIES:

1. LAN Administration 20%

Serves as the Computer Management Assistant of the Computer Center in charge of the day-to-day operations and support of Windows OS, PC/LAN hardware, software, applications, peripherals (Workstation, terminal, printer, plotter, scanner, reader, tape and disk drive, OCR and CD-ROM reader, etc.), data communication equipment (modem, datacryptor, server, concentrator, router, bridge, cards or controller and LAN cabling, etc.) and auxiliary equipment (UPS, Server and communication room air-conditioner, and humidity monitoring systems etc.). Reports the status of the computer center operations to the Mission Computer Management Specialist.

Performs routine LAN administration such as adding/removing users, maintain disk directories for users, manage profiles and printer locations, sets up users' access rights to system files and software applications, carries out the installation and setup of new equipment in a PC/LAN network, installation of Agency approved software. Installs equipment at working locations and configure or make wiring modifications if necessary.

The incumbent is responsible for operating USAID information systems and information security to a level of "Least Privilege", "Separation of Duties", "Individual Accountability" and "Need to Know" as defined in Automated Directives System (ADS) 545.3.2.1.

Responsible for providing user support on the use, operation, features, capabilities of Windows OS, Google Apps, PC/LAN hardware; conversion of data, word, graphics and images to various format and storage medium; archive and retrieval of data, office automation software and referring to the Computer Management Specialist of any errors, bugs, deficiencies, usage or improvements to the software or application for their attention and immediate resolution.

Responds to programmed instructions and unscheduled program halts on the servers, PC/LAN, Switches and Routers caused by machine failures, program bugs, or invalid data. In consultation with the Computer Management Specialist decides whether to shut down a particular system in the event of equipment or system failure based on a thorough analysis of the problem. Indicates recovery procedures including verification and reconstruction of data after failure.

Manages network resources for Windows for accessing the print services & print queues, and the various standard MS office packages installed on the system.

The incumbent ensures that USAID's Security Guidelines are being followed properly. Antivirus software is updated promptly on the workstations and servers and oversees that Software Copyright laws are followed.

2. Installation, Troubleshooting and Maintenance 20%

Installation, monitoring, testing and network management of systems, Windows OS server/workstation, CISCO devices, PC/LAN hardware, software, peripherals, data communication equipment and accessories, recommending and performing systems programming, fine tuning, upgrades, enhancements and re-configuration to attain optimum system efficiency and performance.

Assists supervisor respond to the service needs of USAID end users, responding within reasonable time after receipt of a service call request.

Assists supervisor, recommends and performs engineering improvements and modifications to improve the operation, safety and/or reliability of the Automatic Data Processing (ADP) Systems recommended by the manufacturer and approved by Computer Management Specialist.

Assists supervisor in monitoring the ADP systems' operating environment at the Computer Center and at users work area to within certain power, temperature, airborne particles and humidity ranges as specified within ADP Systems specifications and shall notify the Computer Management Specialist of any required corrective actions.

Provides software support services designed to maximize ADP systems utilization and increase office productivity. These services include telephone assistance; on-site technical assistance; answers to queries; software installation and reinstallation, update and fixes; recovery of operating and optional software; hardware or software problem isolation, identification and resolution; and ADP consultations.

Recommends to the supervisor the acquisition of professional engineering services from outside contractor on the following situations:

- ADP System is under warranty or maintenance contract.
- Special tools, software or documentation is necessary which is not available to the Mission.
- Critical components requiring experienced professionals or engineers services only.
- Incumbent is not knowledgeable/experienced on a specific ADP system, and when repair is performed, risk of damage or a more costly repair is possible.

Provides prompt repair and maintenance services to automation equipment by utilizing contractor engineers working under various repair and maintenance contract agreements with the Mission

for the repair and maintenance of systems, Cisco devices, PC/LAN hardware, software, applications, peripherals, data communication equipment, accessories, auxiliary equipment and testers.

With the Computer Management Specialist coordinates with GSO/Maintenance, and maintenance contractors to deliberate the best course of action to be taken for unusual operational concerns and issues like extended power outages, breach in security, accessibility, improper equipment grounding, relocation of various automation peripherals, re-wiring, etc.

With consultation with the Computer Management Specialist performs periodic housekeeping activities required of the servers and PC/LAN servers to remove unnecessary files, release unused disk space, re-organize databases, delete outdated mails, archive inactive documents, etc. with the ultimate goal of balancing workload, minimize system degradation, improve system performance, data integrity and maximum utilization of disk space.

Schedules and oversees the preventive maintenance of servers, Cisco, PC/LAN hardware, software, applications, peripherals, data communication equipment, accessories, and auxiliary equipment. Also schedules any evening or weekend work that has to be done in connection to installing, upgrading and maintaining Mission's computer systems.

The incumbent is responsible for maximizing network systems performance and look for better ways to do the old jobs and keep abreast of new technology, new off-the-shelf applications and system software, and revisions to equipment/software in use to improve networking services and agency work processes. Work with the physical realities of maintaining a complex Computer LAN system including running LAN cables, tracking cable problems, maintaining UPS systems and modifying computers and work with network cards, CD drives, and floppy drives, hard drives, computer memory, and power supplies on computer

Responsible for diagnosing a hardware problem, report the nature of the problem to the supervisor and keep detailed maintenance log to monitor equipment downtime and scheduling preventive maintenance and cleaning of all PC, printers, UPS and accessories.

The incumbent will be called on to install, upgrade, and maintain updates and service patches when the department approves them. Anti-virus definitions must be kept up-to-date. Unexpected problems must be diagnosed and de-bugged. The incumbent will work with her/his subordinate to create and maintain an orderly library of the Mission's software and reference material. Develops and maintains a systematic, preventive-oriented approach to routine network maintenance tasks.

3. Data Communications and Networking

20%

Installs, troubleshoots and maintains the Mission communication links including the Cisco switches and Firewall equipment with regards to proper functional operations and maintenance and other matters. Performs fine-tuning and periodic upgrades of these equipment, following the guidelines of CIO.

Coordinates with the Computer Management Specialist the installation, maintenance and replacement of power outlets and extensions, communication lines, LAN cabling in support of the data communications, networking and inter-connectivity of the Mission automation hardware, peripherals and auxiliary equipment.

Monitors communications and networking activities including Very Small Aperture Terminal (VSAT), coordinating with designated technical personnel and communications carriers representatives to resolve issues on connections, line conditions, transmission traffic, down time, etc., recommending data communications and networking system changes and improvements whenever necessary.

Performs prescribed trial-and-error testing procedures to determine sources of problem and detection of potential communications and networking malfunctions. Develops a log for recording communication and networking malfunctions and solutions for analysis purposes.

Carries out activities relating to the various telecommunications links of the USAID network. Duties include implementation and operation of the VSAT and Internet Service Provider (ISP) links, monitors all links and ensures trouble free operation at all times, takes corrective measures in an event of failure by coordinating repairs with providers and implements backup routes to maintain communications. Incumbent monitors communications logs, sets synchronization schedules to ensure the directory and network services are synchronized. Installs software/hardware related to communications and prepares batch and written procedure for the operations and maintenance of these products.

S/he must be vigilant about security, including anti-virus software updates, network intrusion detection, and proper file security settings.

4. User Support & Training 20%

Interacts with end Users on a day-to-day basis and provides first line support on standard application software packages and other agency software installed on the various platforms.

Contact person for users with any sort of PC problem including: hardware, system software, application software and automated systems. Promptly investigates problems, attempts to solve immediately, or makes a plan to bring to a solution. Reports the problem to the other members of the computer center and works on the solution as soon as possible.

Contact person for users with any PC problem if the problem is beyond the individual PC and more on the network. Notes down exact nature of problem and reports to supervisor for action.

The incumbent will conduct computer training to the LAN users. Generally training will be one-on-one; however, when there is a need s/he will organize larger, more formal classes. Training will include commercial applications such as Word, Excel, PowerPoint, Access, Windows OS and Google Apps. The incumbent will also be called on frequently to assist users in learning department specific software. S/he may also be called on to teach locally developed software.

The incumbent will also foresee customer support on Multimedia setups.

5. Administrative Functions 10%

Manages all automation maintenance contracts of IRM for Servers, PC/LAN and Server hardware, software, applications, peripherals, data communication equipment, accessories, and auxiliary equipment. Ensures that contractors provide services and perform according to the provisions of the contracts.

Manages the automation facilities (Computer Center, Repair Center, Contractors Work Area) implementing time-in and time-out log, pull-out and return log, spare parts control and issuance, physical security, cleanliness, non-smoking and other administrative policies applicable.

Coordinates with and assists General Services Office (GSO) in maintaining a sufficient stock level of Mission computer supplies.

6. Other Measurable Outputs 10%

In consultation with the Computer Management Specialist performs critical tasks such as preventive maintenance, operating system upgrade, and recovery, special processing, quarterly

and year-end administrative support, outside regular office hours, when necessary and urgent, to keep system down time and inaccessibility to end-users to a minimum.

In consultation with the Computer Management Specialist maintains and updates the Operating Procedures of servers, PC/LAN and PC Servers, software, applications, peripherals, data communication equipment, accessories, and auxiliary equipment.

Performs other related tasks and duties that may be assigned by the Division Chief.

Works with the other Computer Management staff in the installation and maintenance of the USAID Local Area Network/Wide Area Network (LAN/WAN) hardware, servers, PCs, printers, routers, scanners including loading client software and setting up of client PCs for trouble free operation.

The incumbent should suggest Yearly work objectives and Budget Planning for yearly procurement of IRMS. S/he should also plan the allocation of hardware to the entire mission users.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

a. Education:

A Bachelor's degree in computer science or a related field is required.

b. Prior Work Experience:

Minimum five years of progressively responsible technical experience in the field of IT is required. At least three years of experience with a Non-Governmental Organization or International Organization with Experience on Network Administration, Maintenance and support is highly preferred.

c. Post Entry Training:

Training in networking techniques and tools.

d. Language Proficiency:

Level IV (Fluent) Speaking/Reading/Writing English is required. Level IV (Fluent) Speaking/Reading/Writing Nepali is required.

e. Job Knowledge:

Knowledge of practices in support of IT networks in a service oriented organization, as demonstrated through work history, references, interview and written testing, is required.

LAN/WAN management, hardware/software support and user support experience, Knowledge on Cisco product Configuration, Experience on Microsoft Windows Servers (Active Directory, Exchange, File/Print, IIS, SCCM). Microsoft or Cisco Certifications highly preferred. Knowledge on VMWare and Google Apps would be an added benefit.

f. Skills and Abilities:

- Technical skills to maintain hardware devices, network devices and software.
- Ability to develop data base applications
- Strong communication skills and the ability to deliver technical training to non-technical users as demonstrated through written materials and interview.
- The ability to work in a team with good interpersonal skills as well as capability to work independently when required is a must.

16. POSITION ELEMENTS

a. Supervision Received:

This position is directly supervised by the Computer Management Specialist.

b. Supervision Exercised:

none

c. Available Guidelines:

Automated Directives System, Foreign Affairs Manuals and Handbooks, Mission Orders and Management Notices

d. Exercise of Judgment:

The incumbent is responsible for handling technical problems and providing technical advice on IT matters.

e. Authority to Make Commitments:

none

f. Nature, Level and Purpose of Contacts:

The incumbent works with all levels of employees at the Mission and counterparts at the State Department and other government agencies at Post. (S)he also liaises with outside IT vendors and companies and may represent the USAID/Nepal Mission at IT or program-related meetings or conferences.

g. Time Expected to Reach Full Performance Level: 1 year