INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST	2. AGENCY	3a. POSITION NO.
PANAMA	STATE	A59021

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ **Yes** ☒ **No**

4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces

Position No. _____ , _____ (Title) _____ (Series) _____ (Grade)

☐ b. New Position

☒ c. Other (explain) Recruitment Process

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date *(mm-dd-yy)*
a. Post Classification Authority	Telephone Technician; FSN-615 (T)	FSN-5		03/21/12
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)
Telephone/Radio Technician

7. NAME OF EMPLOYEE

8. OFFICE/SECTION
American Embassy Panama

a. First Subdivision
Administrative Section

b. Second Subdivision
Information Management Office

c. Third Subdivision
IPC/TRSU

9. This is a complete and accurate description of the duties and responsibilities of my position.

Typed Name and Signature of Employee _____ Date(mm-dd-yy) _____

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Local Supervisor _____ Date(mm-dd-yy) _____

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

Typed Name and Signature of American Supervisor _____ Date(mm-dd-yy) _____

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of Human Resources Officer _____ Date(mm-dd-yy) _____

13. BASIC FUNCTION OF POSITION

Incumbent serves as the Telephone/Radio Technician and carries out other duties relevant to the Telephone and Radio Service Unit (TRSU). This includes the maintenance of the Nortel-CS 1000 telephone switch and Call-Pilot, carrier equipment, UPS and PC, the installation of telephones, twisted pair and modular jacks. Installs and services FM two-way portable and mobile radios, base transceiver and antennas

14. MAJOR DUTIES AND RESPONSIBILITIES

1- 60% OF TIME

Performs Installation, repair and maintenance on the unclassified switching and intercommunicating system at post, include the Nortel CS 1000 telephone switch and Call-Pilot, ATT PC Console; multi-line and single line telephones, modems, answering machines, FAX machines, UPS, PC, twisted pair, modular jacks, and call cost management system, and troubleshoots voice and data circuits.

2- 30% OF TIME

Performs installation and service to post radio system, include repeaters, base stations, handheld and mobile radio and antennas. Maintains the radio inventory.

3- 10% OF TIME

Attends other TRSU related duties.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education: High School diploma or high school diploma from a vocational school is required.

b. Prior Work Experience: Two years actual experience repairing and installing telephone end user equipment and one year experience on PBX maintenance and administrative program input is required.

c. Post Entry Training: During the probationary period, incumbent will receive on the job training

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read): Must have a proficiency level II (Limited Knowledge) speaking/reading/writing English and proficiency level III (Good Working Knowledge) speaking/reading/writing Spanish is required.

e. Job Knowledge: Know troubleshooting procedures, telephone circuits, basic telephone features, basics on carriers, Cat-5 cabling and cable pair code. Must be knowledgeable on computer applications including Word, Excel, Outlook and also Internet Explorer. Must know to operate hand-held and mobile radio.

f. Skills and Abilities: Must have good technical skills in the utilization of a wide variety of tools, telephone and radio equipment; i.e. test equipments, signal generator, watt meters, spectrum analyzer, etc. Also the ability to relay information to switchboard operators, users, and as required.

16. POSITION ELEMENTS

a. Supervision Received: Incumbent works under the supervision of the Telephone and Radio Service Unit supervisor. He can work independently on routine tasks

b. Supervision Exercised: Supervises the technical service provider technicians when contracted

c. Available Guidelines: Vendor manual, service provider regulation, FSN Employee Handbook, trade publication.

d. Exercise of Judgment: Required when dealing with U.S Mission personnel in providing assistance, and when working along with service providers.

e. Authority to Make Commitments: NONE

f. Nature, Level and Purpose of Contacts: Communicate with all TRSU service users, Government least apartment users, Establishes professional and technical contact with technicians and section heads from companies providing telecommunications service

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