

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. POST PANAMA	2. AGENCY ISC	3a. POSITION NO. A55925
--------------------------	-------------------------	-----------------------------------

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. A54125 , Local Employment Advisor (Title) 305 (Series) FSN-8 (Grade)
- b. New Position
- c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO	Mobile Accounts Administrator	FSN-5 FP-9	DR	10/03/12
b. Other				
c. Proposed by Initiating Office ISO	Mobile Accounts Administrator	FSN-5	MP	09/19/12

6. POST TITLE POSITION (if different from official title) Mobile Accounts Administrator	7. NAME OF EMPLOYEE
---	----------------------------

8. OFFICE/SECTION Management Section	a. First Subdivision Information Management
b. Second Subdivision Information Systems Center	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
<div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 5px;"> Typed Name and Signature of Employee Date(mm-dd-yy) </div>	<div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 5px;"> Typed Name and Signature of Local Supervisor Date(mm-dd-yy) </div>

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.	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.
<div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 5px;"> Maribel Pulido, ISC Date(mm-dd-yy) </div>	<div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 5px;"> Jo Ann Scandola, MGMT Date(mm-dd-yy) </div>

13. BASIC FUNCTION OF POSITION
 The incumbent will function as the Official Mobile Accounts Administrator for American Embassy Panama Program and ICASS users. This position will act as the principal liaison between the local mobile telecommunications companies and the Embassy. The position will account for all Embassy blackberry's, mobile devices for the purpose of reconciling accounts, analyzing user trends, and preparing both procurement actions to new services and modification services on existing devices and serves as the Contracting Officer's Representative.

14. MAJOR DUTIES AND RESPONSIBILITIES	% OF TIME
See Attached	

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Completion of high school diploma.
- b. Prior Work Experience: Three years of administrative experience including two years of providing Tier 1/Level 1 technical support on mobile devices and cell phones are required.
(Tier 1/Level 1= The first job of a Tier 1 specialist is to gather the customer's information and determine the customer's issue by analyzing the symptoms and figuring out the underlying problem).
- c. Post Entry Training: One month on the job to become familiar with Embassy organization, PA453 Ethics Orientation for New Locally Employed Staff, PA276 Customer Service, PA366 ILMS AM Basic Property Record Keeping (Overseas).
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read): English Level 2 (Limited Knowledge) is required and Spanish Level 4 (Fluent) is required.
- e. Job Knowledge: Good working knowledge of mobile device operations and familiarity of general operations is required. Good working knowledge of technical support best practices.
- f. Skills, and Abilities: Must be proficient in office computer programs such as Word, Excel, Outlook, PowerPoint, and database software. Must be proficient in typing. Must be able to work under pressure. Must have excellent interpersonal skills. Must have outstanding customer service skills. Must be detail oriented. Must have initiative and resourcefulness skills. Must have good analytical skills.

16. POSITION ELEMENTS

- a. Supervision Received: Employee works under the direct supervision of the Computer Management Specialist (A55927).
- b. Supervision Exercised: None
- c. Available Guidelines: 5 FAM Information Management, Department of State and Post Policies regarding the use of mobile devices, the Federal Acquisitions Regulation.
- d. Exercise of Judgment: Judgment in the organization of work so that tasks are completed in a timely and correct manner. Must exercise excellent judgment when reviewing requests for new services. Incumbent must use own judgment to determine the appropriate course of action while executing help desk activities considering.
- e. Authority to Make Commitments: As it relates to job holder assigned administrative duties. Procurement authority none.
- f. Nature, Level and Purpose of Contacts: Job holder interacts with born American and LES employees as it relates to the issuance, use and recovery of official mobile devices and services. Liaison with local mobile telecommunications service providers.

Time Expected to Reach Full Performance Level: 3 months.

14. Major Duties and Responsibilities (Cont.)

A) HELP DESK FOR OFFICIAL MOBILE ACCOUNTS AND DEVICES

50% of time

Under the supervision of the Computer Management Specialist, the Mobile Accounts Administrator performs the following help desk duties:

- Issue out new or replacement devices to approved Embassy personnel.
- Coordinate the activation of BlackBerry devices with the Information Systems Center (ISC).
- Provide basic technical assistance to walk-in and call-in users. Provide basic technical assistance with user accounts and devices by promptly determining the nature of the problem and taking the appropriate action. If required, interface with the appropriate local cellular telecommunications company to resolve the issue at hand.
- Open and close eServices tickets for every instance of user support provided.
- Submit ILMS requests on an as-needed basis.

B) MOBILE ACCOUNTS AND DEVICES RECORDS KEEPING

30% of time

Maintain a mobile accounts database that includes all the details necessary to perform general and individual reports on a number of active accounts, active and inactive devices, service plan costs, and service types (voice, data and roaming).

To have complete and accurate information in the database, the incumbent must interface with the Financial Management Office (FMO), the billing departments of the mobile telecommunications service providers, the General Service Office (GSO), and the users.

Review invoices and prepare bills of collection for all employees who exceed the maximum limit set forth by the mission policy for personal usage.

Provide approved invoices signed by each section head or agency chief for processing and payment to the FMO.

Provide accurate and updated information to the FMO about the status of users' unpaid bills when either FMO or sections/agencies request the information.

Maintain a physical inventory of working mobile devices and accessories that are available in case of emergencies or to support official visits. Employ recycling techniques to keep costs down.

C) PROCUREMENT OF NEW MOBILE DEVICES AND SERVICES

20% of time

Under the guidance of GSO Procurement and the FMO, the Mobile Accounts Administrator performs the following procurement duties:

- Evaluate procurement requests for new mobile services and/or devices and determine their legitimate official use. If necessary, request a justification from the requesting Embassy section via memo to be sent directly to the Information Management Officer for consideration.
- Use approved Department of State and post policies regarding the use of mobile services and devices for official use to determine legitimacy of all new requests for mobile services and devices.
- Obtain fund cites from all requesting offices to support procurement actions placed in ARIBA.
- Place mobile telecommunications orders in the DOS on-line procurement system, ARIBA working in conjunction with the Procurement staff to secure necessary quotations, prepare sole source justifications, and serve as the Contracting Officer's Representative.
- Other related duties as assigned.