

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

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

1. POST U.S. Embassy Panama	2. AGENCY Department of State	3a. POSITION NO.
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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) **Position Description updated on 5/17/2013**

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date <i>(mm-dd-yy)</i>
a. Post Classification Authority	Computer Management Assistant, FSN-1805	08	MM	12/18/2007
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Computer Management Assistant	7. NAME OF EMPLOYEE
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8. MISSION	b. Second Subdivision Information Management Section
a. First Subdivision Management Section	c. Third Subdivision Information Systems Center

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.
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_____ Typed Name and Signature of Employee Date(mm-dd-yy)	_____ Typed Name and Signature of Local Supervisor Date(mm-dd-yy)
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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.
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_____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)	_____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)
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13. BASIC FUNCTION OF POSITION

Incumbent serves as the FSN LAN Computer Management Assistant for American Embassy responsible for all unclassified hardware and software including the management and administrative responsibilities for the operations and activities of the LAN. The incumbent assists with installation, configuration, maintenance and controlling of OpenNet LAN about 355+ workstations of Opennet and 40 + DIN connections which included agencies such as CDC, FAA, FCS, DAO, PD, TAT, and APHIS. The incumbent installs, configures, maintains and controls internal and external equipments, access points, VPN routers, switches, repeaters and servers. The OpenNet system consists of 15 Central Servers (PD, Consular, Apps, File, SQL, SMS, Exchange, WEB, Print, DHCP, Exchange, BES and Application). The Opennet network has nearly 355 +

connected workstations, 418 users and 6 standalone PCs. The Wireless Internet system requires internal technical support, as well as external communications lines to provide connectivity to our Embassy staff on the NEC compound and the CMR compound. The incumbent, under the direction of the Computer Management Specialist, will closely monitor, configure, follow-up operations, update security control, update newer versions, backing-up data and maintenance of the Embassy's Windows platform applications.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

30% Application System Administration

The incumbent is responsible for these tasks on each of the following applications.

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|----------------------|---------------------------|
| . e-Score | . Sharepoint |
| . Work Order Program | . Blackberry |
| . Post Personnel | . Scan Check Application |
| . NEPA | . InfoPath |
| . ILMS | . PKI application |
| . E2 | . NIV Appointment Program |
| . eCC | . EVDB |
| . WebPass Suite | . Consular Applications |
| . COAST | NIV |
| . iServices | ACS |
| . WinTA | IV |
| . Quick Book | CST |
| . ICASS | . WinACS |
| . Contacts Database | - e-Allowance |
| OBO workorder | RPA |
| e-Service | iPost |
| VTC | SmartBoard |
| Sensaphone | Digital Signage |

- Install, configure and customize applications on server and users workstation.
- Troubleshooting the problems related to such matters as equipment failures and applications workload.
- Implement and update security control of the protection of records and files in accordance with IRM/DS regulations and report all difficulties.
- Backup data files and programs and perform restoration of data or program whenever required.
- Maintain all user accounts and associated records in a proper working document.
- Upgrading to a newer version by testing and checking compatibility with the older version and IRM/DS regulation before updating to newer version.
- In accordance with the section's annual training plan, provide ongoing training support to users regarding all software applications and hardware for which the section is responsible.
- May perform other duties as required.

30% Develop Web and Database Application

- Responsibilities include gathering information from embassy sections and agencies and developing appropriate web or database application in accordance with IRM/DS guidelines and policies.
- Choose appropriate programming tools and programming languages to develop user friendly and efficient programs.
- Update and control all data on the web and update timely where there is a change.
- Schedule and prepare a backup strategy for all database and web servers.
- Properly document user and system manuals for all applications developed and support provided. Use our Knowledge Management tools to retain, maintain and share our data.
- Give first hand support for users and give appropriate training for any applications or processes as required.
- Analyzing ticket traffic to see where the need for refresher training is needed.
- Rotational support duty for manning of our customer helpdesk.

30% LAN / WAN Administration

- Assist in the installation and configuration of servers following server based applications in accordance to IRM/DS guideline and regulations.

- DHCP	- SMS	- Exchange system tool
- SQL	- Oracle	- Server tools
- ScanMail	- Fastback	- Active Directory management
- IIS	- Ultrabac	
- Symantec Endpoint Solution	- Windows 2003/2008/2010 Admin tools	
- Assist in installation of network communication equipment like switches, routers, gateways, bridges, Access points, modems and other equipments in accordance to IRM/DS standards and regulations.
- Control user access to system folders, files and applications.
- Active Directory management of all equipment and users connection to the network.

- Monitoring server operations and event logs to eliminate network downtime and improve performance using iPost and the Fluke network analyzer.
- Monitoring and managing all servers and event logs.
- Create and maintain workstation images.
- Provide technical and troubleshooting for portable devices the office supports ie. BB, ironkey, RSA token, laptops, iPads, Galaxy Tablets etc.
- Backup data files and programs and perform restoration of data or program whenever required.
- Ensure computer hardware systems and peripheral equipment are operated in accordance with Department of State guidelines and post computer policies and IRM/DS standards ie. SOE-D workstation standards.
- Analyze and stay abreast of the ever-evolving ITCCB baseline and approve products to provide recommendations for ILMS requests.

10% Counselor Section Support

- Support Consular Affairs operations
- Network Operations: Provide support on as needed basis for Consular Affairs network operations. Provide routine care and maintenance of all distributed corporate and locally developed applications. Review function logs to detect and correct performance problems. Review communication circuits supporting Consular applications and trouble shoot issues.
- User Support: Assist users experiencing problems with any Consular application, workstation and peripherals or system in use.
- Program Development/SharePoint Design: Assist with the development of applications, and plan the installation and testing of highly complex interdependent software applications and updates.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. **Education:** Applicant must have completed education leading to a baccalaureate degree in Computer Science or Information Systems Management, or equivalent. Additional PC Systems Engineering, Programming, Computer Networking, Communications Cabling or other related education is desirable.
- b. **Prior Work Experience:** Four (4) years performing progressively responsible experience in the operation, management or utilization of computer systems is required; at least one (1) of which should have been in providing computer user support and installation and operation of integrated business systems.
- c. **Post Entry Training:** Individual must satisfactorily complete a series of CBT courses covering post's server and electronic mail administration within the first year. Other training will be provided via formal classroom or on-the-job.
- d. **Language Proficiency:** English level 3. Must be able to interpret, read, write and articulate detailed technical subject matter in English. Spanish Level 3.
- e. **Knowledge:** Must have a good working knowledge of Networking systems, applications and programming, and basic systems hardware analysis and design, including installation and troubleshooting techniques of DOS, GHOST, MS Office 2007/2010 Suite of Applications, Windows Win7, Windows 2003/2008 Security functions, and remote access control, database server, MS SQL server, Visual Basic Scripting, Java Script, and MS Access 2007/10. Knowledge of GSO Applications NEPA, ILMS, Stock Control, Real Property Application (RPA), WebPASS Suite etc. BF Win T&A, E2, ICASS, COAST. CA applications NIV, ACS, ACRS, IV, DV, win ACS installed at post. Knowledge of personnel application Post Personnel, Knowledge of use and function of Internet systems and protocols required. Must have a good working knowledge of Cisco ios switches, 802.11abn, Microsoft systems tools, and CompTia Network +. . . Professional certifications, such as offered by Microsoft - Microsoft Certified Systems Administrator (MCSA), or Microsoft Certified Application Developer (MCAD), or Microsoft server certifications. CompTia Security+, Comptia A+ certification and others are desirable. Knowledge of Windows Win 7/2003/2008 is preferred. Knowledge and use of spreadsheet functions and formatting and database programming utilizing the Microsoft Office suite of applications. Experience with MS Office Professional and Outlook. Other entry-level programming, installation, and technical experience will be considered. Experience with communication equipment especially in the area of LAN operations and wireless networking.
- f. **Skills and Abilities:** Must be able to demonstrate good understanding of the priorities of key managers to ensure that the computer and automation organization is responsive to those needs. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with officials. Good technical skills to troubleshoot, -diagnose and resolve hardware and software problems and to maximize the capabilities of the post computer resources. Good interpersonal skills to develop and maintain user-friendly, positive support and encourage maximum automation of post. Training skills are desirable. Must have outstanding customer service skills. Must be detailed oriented. Must be able to work under pressure. Good communication skills both written and orally to or with users, managers and colleagues.

16. POSITION ELEMENTS

- a. **Supervision Received:** Directly supervised by the Computer Management Specialist and/or Information Systems Officer.
- b. **Available Guidelines:** System Security Standards, DOS Guidelines and Regulations 5 FAM and 5 FAM-9, and Post's Knowledgebase, ITCCB, SOE-D
- c. **Exercise of Judgment:** To properly perform the necessary functions to maximize usage, productivity, safety and

care of available systems and the data contained therein

- d. **Authority to Make Commitments:** As it relates to job holder assigned administrative duties
- e. **Nature, Level and Purpose of Contacts:** Incumbent interacts directly with all levels of embassy personnel, local computer industry specialists and Internet Service Providers.
- f. **Supervision Exercised:** Local contract personnel as directed by the Computer Management Specialist.
- g. **Time Required to Perform Full Range of Duties after Entry into the Position:** One year.

DS 298 (08-2001)

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