

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 STATE	3a. POSITION NO. N55321
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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) Reflect current duties

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority RHRO	Telecommunications field Engineer FSN-615	FSN-9; FP-5	JG	09/19/04
b. Other				
c. Proposed by Initiating Office	Telecommunications field Engineer FSN-615	FSN-9		

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION American Embassy Panama	a. First Subdivision Administrative Section
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b. Second Subdivision Information Management Office	c. Third Subdivision IPO/TRSU
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<p>9. This is a complete and accurate description of the duties and responsibilities of my position.</p> <p>_____ Typed Name and Signature of Employee Date(mm-dd-yy)</p>	<p>10. This is a complete and accurate description of the duties and responsibilities of this position.</p> <p>_____ Typed Name and Signature of Local Supervisor Date(mm-dd-yy)</p>
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<p>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.</p> <p>_____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)</p>	<p>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.</p> <p>_____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)</p>
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13. BASIC FUNCTION OF POSITION
The incumbent serves as the Supervisor in the Telephone, Radio Services Unit (TRSU) and reports directly to an Information Management Specialist. He provides a wide range of technical services to the Embassy community and is responsible for the operation and maintenance of Post's Nortel telephone system, supervision of four telephone operators, one subordinate telephone technician and one radio technician.

14. MAJOR DUTIES AND RESPONSIBILITIES	% OF TIME
See attached	

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Two years of College level training courses with an emphasis on basic electronics, telephone systems, radio transmission, computer knowledge, and data communications network is required.
- b. Prior Work Experience: Five years of specialized telephone, data, and telecommunications work experience is required to include working with data networks, high-speed circuitry, multiplexers, modems, two way radios, and computer switched telephone systems. Six months of supervisory experience is required.
- c. Post Entry Training: On the job formal training on the Nortel Communication Server 1,000; operational training on the Post E&E radio system will be provided.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read): Level IV (Fluent) Speaking/Reading/Writing Spanish is required. Level IV (Fluent) Speaking/Reading/Writing English is required.
- e. Job Knowledge: Thorough understanding of telephone systems is required. Thorough understanding of radio systems is required. Thorough understanding of computer networking and data transmission systems is required. Knowledge of both telephone and computer operating systems (software and database) is required. Must have a clear understanding of the host government ministry of communications structuring, regulations, and upper level contacts. Must have good understanding of the telecommunications structures in the host country, and how they are linked one to another (fiber optics, marine cable, satellites, etc.) Must have solid knowledge on good customer service. Must know how to design drawing sheets and guidelines of the telephone distribution. Microsoft Office Suite and Internet.
- f. Skills and Abilities: Must be conversant with basic electronics and electronic switching systems. Must be conversant with schematic diagrams and flow charts is required. Must be able to use diagnostic equipment. Must be able to supervise and plan the work of others. Must be able to maintain customers service standards.

16. POSITION ELEMENTS

- a. Supervision Received: Reports directly to the Information Management Specialist.
- b. Supervision Exercised: He has the full administrative and technical supervision of one subordinate telephone technician, one radio technician, and four telephone switchboard operators.
- c. Available Guidelines: Foreign Affairs Handbook, local FSN Employee's Handbook, trade publications, vendor manuals, and host government regulations.
- d. Exercise of Judgment: Must assume responsibility for scheduling the work of six subordinates and allocate human resources as needed. Answer trouble calls according to priority and must independently determine which jobs are more Mission critical and resolve them with relative autonomy.
- e. Authority to Make Commitments: Can commit TRSU resources in order to attend and resolve emergencies affecting the U.S. Mission
- f. Nature, Level, and Purpose of Contacts: Has contact with all levels of Mission employees, and American family members in order to assess and meet their needs. Maintains professional contact with heads of USG agencies and local telecommunication services companies. Also with sales, and technical managers of local distributors and vendors in the U.S. Establish and maintain professional and effective contact at the Public Services Regulatory Entity office, and at the main public telephone company in order to expedite request and services for VIP visits.
- g. Time Expected to Reach Full Performance Level: One year

Continuation.....

14. Major Duties and Responsibilities

- Takes charge of the operation and maintenance of the following systems: the Embassy's Meridian telephone switch and ancillary devices; VHF and HF radio systems (hand held units, base stations, and repeaters); administer the Phone Billing System, to include processing the billing records and putting the information on the Web; administer the Post cell-phone program; plans installation projects, to include making diagrams and layouts, procurement of materials, and scheduling of work. 50%
- The incumbent serves as the supervisor in the Telephone, Radio Services Unit (TRSU). He has the full administrative and technical supervision of one subordinate telephone technician, one radio technician, one work control clerk and three telephone switchboard operators. 30%
- His operations also cover liaison between the host government ministry of communications, and other providers of telecommunications services both locally and in the U.S.A. He is responsible for preparing all official correspondence regarding services requests, technical problems, and billing disputes. Serves as a local adviser on telecommunication facilities issues to the Post management and heads of associated agencies. Serves as the Contracting Officer Representative (COR) for the Mission wireless telephone service. 20%