

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.
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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) Recruitment Process

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

6. POST TITLE POSITION (if different from official title) Telecommunications Supervisor	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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9. This is a complete and accurate description of the duties and responsibilities of my position. <hr style="border: 0; border-top: 1px solid black; margin: 10px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Employee Date(mm-dd-yy) </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <hr style="border: 0; border-top: 1px solid black; margin: 10px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Local Supervisor Date(mm-dd-yy) </div>
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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. <hr style="border: 0; border-top: 1px solid black; margin: 10px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of American Supervisor Date(mm-dd-yy) </div>	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. <hr style="border: 0; border-top: 1px solid black; margin: 10px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) </div>
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13. BASIC FUNCTION OF POSITION
 The incumbent serves as the Supervisor in the Telephone and Radio Services Unit (TRSU) and reports directly to an Information Management Specialist. The incumbent provides a wide range of technical services to the Embassy community and supervises three telephone operators and two Telephone/Radio Technicians.

14. MAJOR DUTIES AND RESPONSIBILITIES	% OF TIME
See attached	

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Two years of College with an emphasis on communications is required.
- b. Prior Work Experience: Five years of telecommunications work experience is required. Six months of supervisory experience is required.
- c. Post Entry Training: On the job familiarization with Post's Nortel Communication Server 1000E telephone system and Kenwood radio networks.
- 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 III (Good Working Knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge: Must have a clear understanding of the host government ministry of communications structure and regulations. Must have good understanding of the telecommunications infrastructure in the host country, and the network topology (fiber optics, marine cable, satellites, etc.) Must have good customer service skills.
- f. Skills and Abilities: Must be conversant with schematic diagrams and flow charts. Must be able to supervise and plan the work of others. Must be able to maintain customers service standards. Must be proficient with the Microsoft Office suite and Internet Explorer.

16. POSITION ELEMENTS

- a. Supervision Received: Reports directly to the Information Management Specialist.
- b. Supervision Exercised: The incumbent supervises two subordinate telephone/radio technicians, and three telephone switchboard operators.
- c. Available Guidelines: Foreign Affairs Handbook, LES Handbook, trade publications, vendor manuals, and host government regulations.
- d. Exercise of Judgment: Responsible for scheduling the work of five subordinates and allocate resources as needed. Answer trouble calls and independently prioritize tasks.
- 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: Interacts with all levels of Mission employees and American family members, in order to assess and meet their telecommunications needs. Maintains contact with local telecommunications service companies and the Public Service Regulatory Entity office, as well as sales representatives and managers of local distributors and vendors in the U.S. Works closely with local telecommunications entities to expedite requests during VIP visits.
- g. Time Expected to Reach Full Performance Level: One year

Continuation.....

14. Major Duties and Responsibilities

- Reviews call and data charges on billing invoices from local telecommunications providers. Compares call billing invoices with the records generated by Post's phone billing system to ensure the Mission is being properly billed and that Mission members are not incurring exorbitant phone charges. Plans telephone and/or radio installation projects, to include making diagrams and layouts, procuring materials, and scheduling work. 50%
- The incumbent serves as the supervisor in the Telephone, Radio Services Unit (TRSU). The incumbent directly supervises two subordinates telephone/radio technicians and three telephone switchboard operators. 30%
- The incumbent is the liaison between the host government ministry of communications, and telecommunications providers both locally and in the U.S. The incumbent is responsible for preparing all official correspondence regarding telecommunications services requests, technical problems, and billing disputes. Serves as a local adviser on telecommunications facilities issues to the Post management and heads of associated agencies. 20%