

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 DEPARTMENT OF STATE	3a. POSITION NO. 97-400025
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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) Updated by American Supervisor on 3/11/2015

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Information Program Assistant, 601	FSN-8; FP-6	MAM	11/07/09
b. Other				
c. Proposed by Initiating Office	Information Program Assistant, EFM	FP-5		

6. POST TITLE POSITION (if different from official title) Information Management Assistant	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Management Section	a. First Subdivision Information Management Office
b. Second Subdivision Information Programs Center	c. Third Subdivision

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)
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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. _____ 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)
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13. BASIC FUNCTION OF POSITION

Under the direction of the IPC Panama, provides communications support in relation to classified computer, radio, telephone, COMSEC, and pouch/mail operations.

14. MAJOR DUTIES AND RESPONSIBILITIES	See Attached	% OF TIME
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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Completion of High School or GED equivalent is required.
- b. Prior Work Experience: Two years or more of progressively experience in computer or systems operations is required.
- c. Post Entry Training: Familiarization with relevant Mission Panama procedures and practices.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read): Level III (Good Working Knowledge) speaking/reading/writing English language is required. Level I (Rudimentary) speaking/reading/writing Spanish language is preferred.
- e. Job Knowledge: Basic knowledge of organization's ADP and management principles. Good working knowledge of hardware capabilities and operating procedures. Basic knowledge of MS Suite.
- f. Skills, and Abilities: Level 1 typing (less than 40 wpm). Ability to perform hardware setups, adjustments and minor maintenance. Possession of a valid Panamanian's driver's license is preferred.

16. POSITION ELEMENTS

- a. Supervision Received: Supervised by Information Programs Officer.
- b. Supervision Exercised: Limited to escorting diplomatic couriers.
- c. Available Guidelines: Department of State and Foreign Affairs manuals, Embassy written policy guidance, Department of State Operating, Procedure and System technical and user guides, post published manuals, and technical/resource material.
- d. Exercise of Judgment: Considerable in relation to classified pouch movements, with tact and diplomacy required in dealing with Embassy and airport officials.
- e. Authority to Make Commitments: None.
- f. Nature, Level, and Purpose of Contacts: Mission employees and external working level contacts..
- g. Time Expected to Reach Full Performance Level: One Year.

14. Major Duties and Responsibilities (Cont.)

CLASSIFIED COMPUTER SUPPORT

65 % of time

Operate telecommunications terminal equipment, perform opening and closing procedures, send and receive cable traffic, and assign dissemination. Assist in the deployment of hardware (can be physically demanding, i.e. moving computers, monitors, printers and installing cable infrastructure). Install PC components and troubleshoot general hardware problems. Install software patches on ClassNet PCs. Respond to customer queries regarding hardware and software. Provide telephone technical assistance to include attending to trouble calls. Assist in maintaining the database inventories of radio equipment, telephone and computer hardware and software. Serve as security escort for IPC when required. Provide technical support for post radio programs to include troubleshooting, installations and inventory/issuance of radios.

CLASSIFIED POUCH/MAIL DUTIES

20% of time

Prepare classified pouches for dispatch and perform the necessary receipt and distribution of incoming classified pouch items. Coordinate transportation and assist in the loading and off-loading of outgoing and incoming diplomatic pouches. Advise embassy officials regarding any special courier or pouch shipment requirements. Assist in mailroom operations as necessary.

TELEPHONE SUPPORT

10%

Perform installs of telephone equipment to include telephone sets and cabling. Update Nortel telephone switch database and provide call billing information on a monthly basis. Troubleshoot switch when problems arise and perform routine maintenance as required.

COMSEC

5%

Safeguard post COMSEC material in accordance with FAHs. Assist with post COMSEC inventories.