

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.

NOTA: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

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