

Major Duties and Responsibilities

User Support and Assistance: (20%)

Respond to requests from users for assistance with desktop software and operating issues. This is to include but is not limited to instruction on system or software usage, troubleshooting errors, preparing and issuing mobile devices, user account management, and deployment of new hardware and software to users. Applies to OpenNet, DIN, and consular systems.

Server and Workstation Administration: (20%)

Maintains the installed operating system and applications on both servers and workstations ensuring that they are patched and configured to Department of State standard. Configures and deploys new server hardware, software, and operating systems. Assists in the maintenance and creation of workstation images. Assists in maintaining server backups. Applies to OpenNet, DIN, and consular systems.

Social Media Management: (30%)

Develops and manages campaigns for outreach efforts utilizing social media platforms. Creates written and multimedia content for use in these campaigns in both Spanish and English. Manages the user accounts associated with the social media platforms. Performs outreach to other sections of the embassy to generate content and advises on how social media can be incorporated into their workflow.

Administrative Tasks: (10%)

Maintains inventory of all ISC related items including hardware, software, training materials, reference books and manuals, supplies, and spare parts. Performs receiving function for ISC equipment. Documents receipt of ordered items. Notes any items that are missing, back ordered, damaged, etc., and advises appropriate offices or officials of problems.

Webmaster tasks: (10%)

Develop and maintain the local Intranet web site. Also acts as backup webmaster for the local Internet web site.

Other Duties: (10%)

Maintains the network infrastructure for the Mission's OpenNet system. Performs other tasks as assigned by the ISO or Computer Management Specialist.