



**INFORMATION TECHNOLOGY AND MANAGEMENT CLERK**

**Salary \$57,421 p.a. + superannuation benefits  
FULL TIME**

The U.S. Consulate General in Perth is seeking an individual for the position of Information Technology and Management Clerk in the Management Section.

Forward letter, resume and response to the selection criteria to the Human Resources Office, US Consulate General, 16 St Georges Terrace, Perth WA 6000 or to [perthadmin@state.gov](mailto:perthadmin@state.gov) by **26 July 2013**

Hand delivered applications cannot be accepted.  
Offers of employment are subject to medical and security clearances.

***Note:** Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.*

The U.S. Government is an equal opportunity employer and maintains a drug free work environment.

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<b>POSITION TITLE:</b> <b><u>INFORMATION TECHNOLOGY AND MANAGEMENT CLERK – FULL TIME</u></b>	<b>POSITION GRADE LE-6 (STARTING SALARY A\$57,421)</b> <b>FP-8 (STARTING SALARY US\$33,390)</b>
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## **SELECTION CRITERIA**

**All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.**

1. Completion of secondary school (Year 12) with basic IT training is required.
2. Minimum of three years of progressively responsible administrative and para-professional computer operating, including one year semi-professional experience in the field of maintaining computer equipment and peripherals is required. Government experience or similar to government structure enterprise companies experience and ability to understand, follow and document technical Standard Operating Procedures and manuals is required.
3. Ability to type at least 40 words per minute is required.
4. Level 4 (Fluent) written and spoken English is required. This will be tested.
5. Capable of installing software applications, patches and upgrades, as well as the advance use of Microsoft Office applications, including Microsoft SharePoint, and other internal applications is required.
6. The possession of a valid driver's license that enables the individual to drive in Australia is required.

NOTE: ALL ORDINARY RESIDENT APPLICANTS MUST BE RESIDING IN COUNTRY AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION

## **DUTIES AND RESPONSIBILITIES**

### **Basic Function of the Position**

Serves as Management Clerk with responsibility for telephone switchboard operations, general management duties, diplomatic pouch and mail distribution, event and visitor support, and unclassified network administration support. Serves as primary backup to locally engaged system administrator when the system administrator is out of the office.

## **Major Duties and Responsibilities**

### **1. Unclassified Network Administration Support (45%)**

Incumbent performs basic daily IT servicing and troubleshooting. Incumbent reviews daily reports for computers compliance with State Department base line requirements including list of installed software applications, patches and antivirus protection updates. Identify workstations/servers with missing applications/patches and downloads, upgrades and installs applications and patches as appropriate. Monitors computers for anti-virus update failures, uninstall, reinstall or perform manual fixes/updates as appropriate and verify that updates are successful. Daily verifies servers' backups of files, mail and databases and replace media tapes. If backup is not successful, troubleshoots the problem; alternatively, refers unusual problems to Systems Manager.

Creates, transfers from other posts, configures and updates user accounts including active directory settings, e-mail, user profile, security groups memberships, permission to network resources and various application accounts.

Updates and maintains posts intranet modifying design and publishing documents. Incumbent coordinates with section heads, supervisors, management and US Embassy Canberra's intranet webmaster to update the mission internet web site as appropriate.

Operates post's Digital Video Conference (DVC) equipment: coordinating and connecting video conferences, including basic troubleshooting if required.

The incumbent may be required to perform urgent systems maintenance tasks receiving technical instructions and support by the Systems Manager or technical help desk via telephone or e-mail.

Serves as primary backup to Systems Manager when System Manager is out of the office.

### **2. Telephone switchboard operations (20%)**

Using computerized switchboard console responds to, monitors and distributes incoming calls through voicemail or to appropriate sections/employees. The incumbent receives a wide variety of calls/inquiries from the public, private and Government organizations, press, protestors against US diplomacy, abusive calls, bomb threats, etc. Based on the nature of the call and mindful of guarding sensitive information, and respecting confidentiality, judges the appropriateness/urgency/delicacy of the response, when forwarding or directing calls. The incumbent monitors calls/voicemail to the Consul General in the absence of the CG Office Management Specialist.

### **3. General Management Duties & Event/Visit Support (25%)**

Responsible for the preparation and filing of Standard Operating Procedures for the Management Section, including updating the Duty Officers Roster and the Emergency Action Plan. Maintains the Consulate's welcome kit and ensures that staff biographies and local brochures are kept up to date. Functions as Receiving Officer, using ILMS/Ariba system to receive order items, creating assets and tag numbers as required.

Under the direction of the Management Officer, the incumbent assists with the provision of logistical support for events and USG visitors to Perth. Coordinates and supports operational aspects of Consulate events, including events at the Consulate offices and at the Consul General's residence. Requires ability to move furniture, medium-sized public address system and any other event supplies. Visitor support may include arranging hotel and venue sourcing and reservations, coordinating arrivals and departures, and the delivery of equipment, supplies, and welcome kits to various locations.

### **4. Diplomatic Pouches and Mail Distribution (10%)**

Prepares and receives diplomatic pouches with responsibility for records and documentation. Incumbent is Post's DPO postal clerk and is responsible for determining postal charges, (post currently has 31 personnel with DPO privileges) ensuring appropriate forms and regulations are adhered to. Prepares DPO pouches and maintains all postal and pouch records. Coordinates mail delivery with US Navy representatives for forwarding US mail destined to ships during port visits. Opens and screens all local mail (Australia Post) in the contamination unit and distributes to all staff. Collects outgoing mail, recording items in computerized system as needed.

## **THE DEADLINE FOR APPLICATIONS IS JULY 26, 2013**

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.