

VACANCY ANNOUNCEMENT # 13/06/33

COMPUTER ASSISTANT FSN-9 (OR); FP-5 (NOR)

From: HR-Samuel R. Peale
Open to: All interested candidates
Opening Date: July 5, 2013
Closing Date: July 19, 2013
Work Hours: Full time - 40 hours per week.
Desired Start Date: August 12, 2013

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy is seeking an individual for the position of Computer Assistant in the Information Systems Center (ISC).

Basic Function of Position

The incumbent performs a variety of software development and programming functions including: systems operations, application software and web development, analysis and programming, database development and communications support functions. User support and training for word processing, databases, spreadsheets, e-mail and other installed server-based applications. Assists in the analysis, design and development of complex software applications according to the specifications given by the user. Prepares design specifications outlining the structure and features of a program and assists in its implementation. Designs, writes and develops applications with graphical user interfaces in .NET, SQL, and/or Oracle for use on supported systems. Uses structured, modular and object-oriented programming techniques to write well-documented code. Takes appropriate action to overcome hardware, software and/or environmental problems as they occur.

Please note: At the end of this Vacancy Announcement you will find a complete list of the major duties and responsibilities of the position as defined in the Position Description.

Qualifications Required

ALL APPLICANTS MUST ADDRESS EACH SELECTION CRITERION DETAILED BELOW WITH SPECIFIC AND COMPREHENSIVE INFORMATION SUPPORTING EACH ITEM. IF THIS INFORMATION IS NOT PROVIDED, THE APPLICATION WILL NOT BE CONSIDERED.

- 1. Education:** University degree in Information Technology is required.
- 2. Experience:** At least three years of progressively responsible experience working with computer systems operations, software applications, software development, and/or data center operations is required. Applicant must have had experience on Windows Server, MS SQL 2005 or higher database platforms, and Visual Basic & .NET web based programming languages.
- 3. Language:** Level III (Good Working Knowledge) Speaking/Reading/Writing English ability. Level IV (Fluent) Speaking/Reading/Writing Spanish ability is required. This will be tested.
- 4. Job Knowledge:** Must have comprehensive knowledge of PCs, LAN/WAN computer operations, and advanced knowledge of general management principles, systems analysis and design techniques, and software development and programming.
- 5. Skills and Abilities:** Must be able to determine and/or identify desirable modifications or enhancements to integrate new products and upgrades into the existing operational environment. Must have effective communications and training skills and the ability to self-educate from technical literature.

Selection Process

When equally qualified, US Citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

Additional Selection Criteria

1. Hiring Office will receive qualified applications in the following order:
 - a. applicants with hiring preference (U.S. EFMs and U.S. veterans),
 - b. internal candidates, and
 - c. external candidates.
2. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
3. Current employees serving a probationary period are not eligible to apply.

4. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
5. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
6. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
7. US Eligible Family Members (USEFMs), Eligible Family Members (EFMs), and Members of Household (MOH) are required to have at least one year remaining at post in order to apply for locally recruited positions.

To Apply

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); or
3. A combination of both; i.e. Sections 1-24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

Submit Applications To:

Human Resources Office

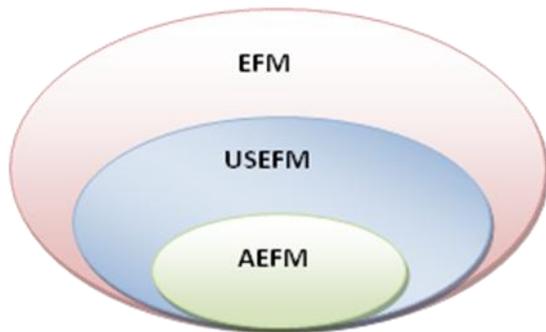
Av. Lima-Polo Cdra. 1 s/n
Monterrico - Lima 33
Monday thru Thursday, from 9:00 a.m. to 2:00 p.m.
Friday, from 8:30 a.m. to 11:00 a.m.
(except for Peruvian and American holidays)

Point of Contact:

Telephone: 618-2169
Fax: 618-2330

Appendix A

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126, Foreign Service Residence and Dependency Report](#), of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed [service](#) member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,

- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE. Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)

- J. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

CLOSING DATE: July 19, 2013

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

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Cleared by: ISC- Chris Corlett _____

Major Duties and Responsibilities of the Position

The following duties and responsibilities are associated with the management and administration of servers and client workstations on several local and internet-connected networks. Supporting multiple Local Area Network operations such as OpenNet/Foreign Affairs Network, Lima_Internet, Foreign Commercial Service network, and Department of Homeland Security network. Major applications being run on these systems include both interactive and batch-mode applications. Systems support is provided to multiple U.S. government agencies and military organizations in the embassy. The functions and complexities of the systems administered are dynamic and evolving.

1. Analysis, programming and applications development responsibilities: 50%

Assists in the analysis, design and development of complex software applications according to the specifications given by the user. Prepares design specifications outlining the structure and features of a program and assists in its implementation. Designs, writes and develops applications with graphical user interfaces in .NET, SQL, and/or Oracle for use on supported systems. Uses structured, modular and object-oriented programming techniques to write well-documented code. Tests applications and validates data files. Prepares documentation for applications developed at post, including user and system operating instructions, field descriptions, data dictionary, processing diagrams and flow charts. Provides end-user training on locally developed applications. Maintains locally developed applications to meet challenging requirements. Evaluates applications and systems to determine or identify desirable modifications and/or upgrades. Identifies the need for enhancements to fully integrate new and existing products into post's information processing environment.

2. Webmaster responsibilities : 20%

Develops, organizes and maintains Intranet sites running IIS and SharePoint in a Windows environment. Creativity, design and programming skills in Visual Studio and SharePoint Designer are needed in order to integrate multimedia and applications into the site. Creates enhancements and modifications to the site assuring high performance; maintains cross-platform compatibility so the site is accessible from different environments. Produces a consistent look and feel for the site. Determines appropriate compression techniques, resolutions and color maps to ensure that pages are delivered to the viewer at high speed and quality.

3. Customer service, troubleshooting and systems maintenance: 20%

Takes appropriate action to overcome hardware, software and/or environmental problems as they occur. Accomplishes these actions with systematic analysis of symptoms in order to identify the underlying cause or causes of the issues. Takes necessary steps to return the operational environment to normal.

Performs spot repairs on workstations, printers and other electronic equipment. Utilizes technical manuals and other documentation to determine appropriate actions necessary to return the faulty equipment to service. Exercises judgment to determine the time and cost-effectiveness of performing necessary repairs, calling local or international contractors for assistance or returning equipment to the vendor.

Provides troubleshooting guidance, instruction and assistance to system users on PC applications, scanner and printer problems. Must interpret technical language in sufficiently non-technical manner to be clearly understood by the customer. Exercises good interpersonal skills to ensure non-intimidating and amicable interactions with customers.

4. Administrative responsibilities: 5%

Collaborates with the Systems Manager and the Information Systems Officer in the preparation of the Disaster Recovery Plan and Contingency Plan documentation, backup systems and supporting equipment. Contributes to the planning and assists in maintaining the office Standard Operating Procedures. Maintains an up-to-date inventory of all equipment and software. Collaborates in the acquisition of hardware and software, providing technical specifications and suggested vendor information. Ensures adequate supplies are maintained to meet mission requirements.

Prepares input as needed for a variety of special and recurring reports related to IRM office operations and assists in writing any additional reports. Special reports relating to software and systems issues must be prepared with a sufficient degree of technical precision to enable Department technical support personnel to adequately evaluate the situation and take corrective actions. Maintains daily operational maintenance logs.

5. Computer Room operations: 2%

Independently performs backups, software installations, diagnostics, preventive maintenance, and operational tests. Prevents event log overflow and monitors server storage usage. Assists in installing and maintaining hardware, inspecting and testing power, air conditioning, environmental monitoring devices and fire protection equipment. Takes necessary actions to correct any problems.

6. Training: 3%

Trains customers in PC-LAN operating systems and software applications to include Microsoft Office products and Department of State-developed software such as SharePoint, T&A, E2, NEPA, ICASS and Consular applications and others. Training will be performed primarily in a classroom environment, though occasional one-on-one training may be provided. Develops or customizes curriculum and agenda for training courses, provides handouts, reference materials and manuals as appropriate.