VACANCY ANNOUNCEMENT # 15/04/34

COMPUTER ASSISTANT (HELPDESK ASSISTANT)
FSN-7 (OR); FP-7 (NOR)

From:	Human Resources Office
Open to:	All interested candidates
Opening Date:	April 16, 2015
Closing Date:	April 30, 2015
Work Hours:	Full-time – 40 hours per week
Desired Start Date:	June 1, 2015

ALL ORDINARILY RESIDENTS (OR) APPLICANTS (see Appendix A) MUST HAVE AND MUST SUBMIT 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 (Helpdesk Assistant) in the Information Systems Center (ISC).

BASIC FUNCTION OF POSITION

The incumbent provides end-user customer helpdesk and systems administration support for the computer systems supported by the section. This involves working in a Microsoft environment with server and workstation hardware, software, and data. As needed, he or she escalates highly complex issues to the section's Computer Assistants for resolution. In addition, the helpdesk specialist manages service level compliance, organizes the section's electronic and paper files, distributes forms and other information to customers, and manages the hardware inventory. He or she coordinates scheduling for the section's briefings. These tasks and duties are performed under the direction of the Systems Manager and the Information Systems Officer.

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 INFORMAITON SUPPORTING EACH ITEM. IF THIS INFORMATION IS NOT PROVIDED, THE APPLICATION WILL NOT BE CONSIDERED.

1. Education: A bachelor's degree or local equivalent in computer science, information management systems, engineering, or business administration is required.

2. Experience: At least one year of progressively responsible working in a helpdesk environment supporting computer systems operations, hardware, and software applications in a Microsoft Windows network environment is required. Experience must include direct contact with customer with a track record for good customer service is required.

3. Language: Level IV (Fluent) Speaking/Reading English ability. Level III (Good Working Knowledge) Speaking/ Reading Spanish ability is required. This will be tested.

4. Job Knowledge: Must have comprehensive knowledge of systems administration and strong knowledge of network operations, as well as in-depth knowledge about Microsoft Windows workstations and standard office productivity software. Must develop a functional knowledge of Department regulations and security requirements related to systems and information security. Must maintain awareness of technology industry trends, regulatory changes that impact use of technology, and security environment changes that may impact embassy operations. Must have good organizational skills.

5. Skills and Abilities: Must be able to lift, move, and position equipment weighing up to 70 lbs, using assistive tools as necessary. Must be able to use ladders and enter constricted, poorly-lit spaces to service equipment or install cable infrastructure. Must possess ability to type quickly and accurately to perform extensive data entry, documentation, and system administration tasks. Must be able to use equipment, such as hand trucks and carts, to transport computer equipment. Must be able to use hand and power tools, including screwdrivers, drills, and hammers, to install and uninstall equipment. Must be able to analyze log files and systems diagnostic reports that include statistical data, in order to diagnose and troubleshoot systems problems. Must be able to analyze system settings and other configuration data. Must work in climate-controlled and static-sensitive environments with a wide variety of electronic and computing hardware. Must maintain familiarity with nearly all IT software used at post, including office productivity applications, locally developed solutions, and all enterprise applications.

SELECTION PROCESS

When equally qualified, U.S. 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 (OR) 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 s 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. U.S. 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 (UAE) as a Locally Employed Staff of 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 U.S. Veterans preference must provide a copy of their DD-214 form with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application. Please refer to Veteran's Services for further guidance.

5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirement of the position as listed above.

Submit applications to:

limarecruitment@state.gov

- Please be sure to send all requested information as **one document**, multiple attachments will not be accepted.
- The maximum size of the e-mail should be 5MB. If you exceed this size, the application will be automatically rejected by the system.
- Applicants will be contracted via e-mail only.
- Once you submit your application you will receive an automated response with guidance on how the recruitment process is handled.

Appendix A

DEFINITIONS

1. **Eligible Family Members:** An individual related to s U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3FAM 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 21years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of 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, an under 21 years of age, or regardless of age, incapable of self-support.

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

- U.S. 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 3FAM 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 3FAM 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. A 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 this/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 U.S. citizen.

5. 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.

6. Ordinarily Resident (OR): A Foreign National or U.S. 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 U.S. Social Security Numbers are also OR. All OR employees, including U.S. 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 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. Social Security Number and/or Identification Number
I. Eligibility to work in the country (Yes or No). Please attach copy of DNI or work permit
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. Please attach copy of document
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: April 30,2015

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.

Major Duties and Responsibilities of the Position

Helpdesk Operations 50%
Assists customers who report problems related to any of the systems supported by the section. Problems can be reported through Post's helpdesk ticket system (eServices/WebPASS), by phone call or by visiting ISC offices. The Helpdesk Specialist researches the problem, identifies and implements a solution, and then confirms with the customer that the issue has been resolved to their satisfaction. If the problem is complex or highly technical, then the issue is escalated to a Computer Assistant for resolution. The Helpdesk Specialist prioritizes independently based on established service level agreements and a variety of situational factors. Assistance is frequently provided by remotely accessing customers' computers.

As the first person that customers meet when they contact ISC, interpersonal skills are important. The Helpdesk Specialist must deal amicably and effectively with customers who are at times highly frustrated by the problem they are trying to resolve. He or she must interpret technical terms and language in a sufficiently non-technical manner so as to be clearly understood by customers.

Manages Post's Microsoft Active Directory infrastructure. Resets passwords and re-enables users whose accounts have been locked out. Creates and deletes accounts for incoming and departing users. Coordinates with other posts and Washington DC to move accounts to/from post on a timely basis. Analyzes and troubleshoots problems as needed.

Manages Post's Blackberry and mobile computing infrastructure. Configures and deploys new devices. Trains users in how to use and troubleshoot the mobile device.

Develops proficiency in all enterprise applications, to include Consular, Financial, Human Resources, and other Management systems through formal coursework and self-education. Provides rapid-response to Consular system-related outages to ensure continuity of Consular operations.

Helpdesk requests are unscheduled and unpredictable, since they are initiated by customers requiring assistance. However, request peaks tend to coincide with other project work that often has impacts on system operations. On any given day, the number of helpdesk requests could range from several to a few dozen. Prepares weekly helpdesk status reports to track against service level agreements.

Office Management 20%
Receives phone calls and ISC visitors. Takes appropriate action to forward calls or take messages

as needed. Maintains server room visitor log.

Manages ISC's electronic and paper files. Delivers paper forms, handouts, and related materials to customers and receives completed forms and other official paperwork. Updates and organizes electronic forms in SharePoint. Organizes materials in preparation for newcomer and other briefings.

Maintains the section's hardware and software license inventory. Updates inventory on a regular basis. Produces reports as requested. Coordinates with, and escorts, GSO/Warehouse staff during annual inventory.

Prepares paperwork for disposal or return of obsolete or broken equipment, and coordinates pickup with GSO or diplomatic pouch. Receives new equipment and materials arriving for the section.

Prepares ISC procurement requests, and assists with procurement documentation and research. Tracks purchase requests and prepares reports related to procurement.

Maintains the section's shared staffing calendar. Reserves training rooms for customers, using SharePoint calendars.

Organizes and maintains the section's files, records, manuals, and other related materials. Ensures that network access request forms are retained in accordance with FAM regulations.

Projects and Special Events 15%
Supports special events with IT resources, technical assistance, and after-hours/off-premises IT expertise to ensure event success. Examples of special events include setting up and managing control rooms for CODEL and other VIP visits, deploying training and conference room infrastructure, supporting July 4th and other PAO events and supporting OIG and computer security inspections.

Collaborates with the Systems Manager and the Information Systems Officer in the preparation of backup systems and supporting equipment. Contributes to the planning and assists in maintaining the Standard Operating Procedures. Maintains an up-to-date inventory of all software and licenses. Ensures adequate supplies are maintained to meet mission operational requirements.

Prepares input as needed for a variety of special and recurring data-calls related to IRM office operations. Maintains software change logs and system maintenance logs.

Supports Post's pilot site and beta-testing initiatives through installing and configuring hardware and software and testing/evaluating pilot software or systems. Observes and assesses the impact of the pilot system on the architecture and operational environment, isolating and troubleshooting issues that arise. As requested, provides detailed feedback on performance,

administrative overhead and other evaluative elements to determine the mission-readiness of the software or system.

Participates in and tests Washington- or Post-driven helpdesk software pilot initiatives, evaluating the impact on Lima operations and providing feedback to the development team.

User Training and Briefings 5%
Briefs and trains customers in small-group settings. Training topics include using hardware and software, such as Blackberry devices or Microsoft Office applications, as well as other computer-related issues. Works with Computer Assistants do develop training materials. Provides handouts, quick reference materials, and manuals as appropriate.

Professional Development 5%
Keeps abreast of IT industry trends and developments, particularly with respect to hardware and software that is deployed on State Department networks. Uses his or her expertise to make recommendations to colleagues and supervisors. Maintains current skillset by participating in State Department and industry training, both classroom-based and through distance learning.

Other duties as assigned 5%