

**COMPUTER MANAGEMENT ASSISTANT (HELP DESK) FSN-7/FP-7  
VACANCY ANNOUNCEMENT 16/08/46**

**MAJOR DUTIES AND RESPONSIBILITIES**

**50% of Time – Help Desk Operations**

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 Assistant 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 Assistant 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 Assistant 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. Provides rapid response to Consular system-related outages to ensure continuity of Consular operations.

**20% of Time – Office Management**

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.

### **15% of Time – Projects and Special Events**

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.

### **5% of Time – User Training and Briefings**

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.

### **5% of Time – Professional Development**

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.

### **5% of Time – Other Duties as Assigned**