

**INFORMATION MANAGEMENT ASSISTANT (IMO), FP-7
VACANCY ANNOUNCEMENT 16/08/42-A**

MAJOR DUTIES AND RESPONSIBILITIES

Information Technology Customer support and Network Administration - Time: 50%

Assist IMO staff in supporting customers operating both classified and unclassified computer workstations. Duties include:

- Perform basic Network Administration tasks such as adding and maintaining user accounts, performing backups, imaging and relocating computer hardware and installing software.
- Act as a Local Registration Authority for post's SNAP and C-PKI two-factor authentication systems, requesting and issuing credentials, and resetting PIN codes for OpenNet and ClassNet systems.
- Provide users operational guidance on performing tasks using basic computer application software such as the Microsoft Office suite and Internet Explorer, developing and delivering training sessions.
- Receiving trouble calls and determining nature of the problem. Troubleshooting and restoring outages within the network
- Terminating new network and telephone connections.

Escort Duties – Time: 20%

Act as an escort for uncleared IT staff working within Controlled Access Area (CAA) spaces, monitoring all work performed to ensure the integrity of secured work environments. Report any event or behavior of work crews that could be considered a breach of security regulations..

Inventory Management – Time: 10%

Act as the primarily inventory management liaison for classified IT program equipment, working IMO staff to ensure equipment is inventoried, received and disposed of in accordance with property management guidelines. Request repair authorization for defective equipment and track the status of these repairs.

Diplomatic Pouch – Time: 10%

Assist with operations of classified diplomatic pouch when receiving or dispatching large shipments. Assist outgoing mail and process incoming material per Department of State guidelines. Serve as backup pouch escort when necessary to facilitate exchanges of Classified Pouch material at the airport.

Other Duties as Assigned – Time: 10%

VIP Visit support as required