

VACANCY ANNOUNCEMENT # 15/08/72

MOBILE TECHNOLOGY SPECIALIST FSN-9 (OR); FP-5 (NOR)

From: Human Resources Office
Open to: All interested candidates
Opening Date: September 9, 2015
Closing Date: September 30, 2015
Work Hours: Full-time – 40 hours per week
Desired Start Date: November 16, 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 Mobile Technology Specialist in the Information Systems Center (ISC).

BASIC FUNCTION OF POSITION

The incumbent supports the use of mobile technologies throughout Mission Lima. The portfolio includes technology expertise, training, support and troubleshooting, property management, Department liaison, and application research for mobile technologies, including smartphones, tablets, secure removable media, laptops, and Global OpenNet access tokens. The incumbent tracks industry trends and Department adoption of mobile technology and seeks to maximize the use of mobile technology across Mission Lima. The incumbent collaborates with ISC colleagues to integrate mobile technology into broader ISC initiatives, infrastructure and projects.

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

2. Experience: Two years of progressively responsible experience working with a variety of mobile technologies, to include mobile phones, tablets, portable memory, and laptops. One year of experience supporting computer systems operations, hardware, software applications, data communications and analysis in a Microsoft Windows network environment is required.

3. Language: Level IV (fluent) Speaking/Reading/Writing English ability. Level III (Good working knowledge) Speaking/Reading/Writing Spanish ability is required. This will be tested. Must be able to communicate technical information orally and in writing to a broad spectrum of users, in English and Spanish.

4. Job Knowledge: Specialist: Must have a comprehensive knowledge of mobile technologies, to include Peruvian mobile technology vendors, as well as strong knowledge of systems administration and operations. Maintains knowledge of mobile technology industry trends, local vendor capabilities, and security or regulatory changes that impact use of mobile technology within the Embassy.

5. Skills and Abilities: Must be able to formulate, analyze, and draw conclusions from statistical data and reports, as well as understand complex system technical documentation. Ability to fix/assess IT and mobile devices (smartphones, computers) using all forms of hand and power tools is required. Must be adept on physical and "soft" keyboards, with high degree of accuracy and speed typing on computers and touch-screens. Must be physically capable of moving up to 50 lbs. using aids as necessary.

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 addresses the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Hiring Office will consider 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 a 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 21 years 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, 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: September 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

MOBILE TECHNOLOGY SUPPORT: 50 % of time

The incumbent's primary role is to manage the mobile technology program, support and enhance the use of mobile technologies for agencies in Mission Lima with ICASS-supported devices. Program elements include liaison with Department authorizing entities, mobile technology industry acumen, lifecycle management and budget forecasting for program sustainability, and contract negotiation input with mobile technology providers. Support involves selection of mobile devices and technology, procurement recommendations, provisioning, recycling, and disposition of mobile devices, and to a large extent individual training and technical helpdesk support for using mobile technologies. Enhancement of mobile technology use includes liaison with ISC and other content sources to ensure that content and tools function properly across mobile platforms. Additional elements include research of mobile applications, submissions for Department approval, and needs assessments and consultations with Mission offices on potential mobile use cases.

SYSTEM ADMINISTRATION AND OPERATIONS: 15% of time

The incumbent works as a member of the ISC, serving as an alternate systems administrator responsible for system operations, user access, and broader helpdesk issues. These responsibilities include participation in the ISC duty rotation, responding to emergencies, support for VIP visits and other events requiring IT support. Incumbent must be familiar with local and wide-area server and network architecture, with a particular focus on integration of mobile technology. Incumbent must understand all system and network points of failure that would affect mobile technology and be able to troubleshoot connectivity issues.

MOBILE PROPERTY MANAGEMENT: 10% of time

The incumbent is responsible for managing property records of mobile devices according to Department of State property management standards. The incumbent will ensure that documentation of property transactions is correctly executed and stored, that inventories are performed appropriately, and that issues related to damaged and/or lost property are properly documented and referred to the appropriate adjudication authority, to include Mission Lima's Property Survey Board or responsible Department offices. The incumbent is responsible for lifecycle management of mobile property, to include determining useful life and conveying budget requirements to maintain a proper stock of devices to serve Mission needs. Mobile property may include smartphones, tablets, laptops, secure removable media, and Global OpenNet (GO) tokens.

USER TRAINING AND BRIEFINGS: 10% of time

The incumbent will provide regular and on-demand Department-mandated security briefings to users of all official mobile technology. Provides training to users in both formal and informal environments, in both small and large group settings. Training topics include using mobile hardware and apps, training on self-help techniques for troubleshooting on the road, mobile technology security, and seminars or workshops on effective use of mobile technology to enable diplomacy. Develops curriculum and agenda for training courses and briefings, provides handouts, quick reference materials and manuals as appropriate. Incumbent coordinates with

ISC SharePoint administrators to make materials available on Mission Lima's Intranet.

PROJECTS AND SPECIAL EVENTS: 10 % of time

The incumbent will support 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. Incumbent also supports Post's pilot and beta-testing initiatives through installing and configuring mobile 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.

PROFESSIONAL DEVELOPMENT: 5% of time

Actively monitors and keeps abreast of mobile technology and security trends, both in the telecommunications industry and within the Department of State and USG. Through significant self-study, industry journals, Department initiatives, and formal coursework, the incumbent maintains acumen of mobile technology trends and expertise in current uses. As needed, advises colleagues and supervisors on mobile technology developments and trends. Given the current dearth of Department-provided mobile technology courses, the incumbent is expected to demonstrate significant initiative and judgment to identify sources of information and training.