



**United States Consulate General  
Sao Paulo, Brazil  
Human Resources Notice N°: 53  
Date: December 27, 2012**

**To: All Staff**

**Subject: Vacancy – Computer Operator**

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**Open to:** All Interested Candidates/ All Sources

**Position:** Computer Operator, FSN-6; FP-8

**Opening date:** Thursday, December 27, 2012

**Closing date:** Thursday, January 10, 2013

**Work hours :** Full-time; 40 hours/week

**Salary:** \*Ordinarily Resident (OR): R\$ 37.609,00 p.a.  
(Starting salary) (Position Grade: FSN-6)  
\*Not-Ordinarily Resident (NOR): US\$ 35,753 p.a.  
(Starting salary) (Position Grade: FP-8)

All ordinarily resident (OR) applicants (See appendix A) must have the required work and/or residency permits (Attached to the application) to be eligible for consideration.

The U.S. Consulate General in Sao Paulo is seeking candidates for the position of Computer Operator to work in the Information Resources Management Section.

**BASIC FUNCTION OF POSITION**

The Computer Operator is responsible for supporting the ongoing operations of the Consulate's Data Processing Center, the users that IRM (Information Resources Management) supports and serve as the backup in the absence of Post's Telephone Technician. Incumbent works closely with the Computer Management Assistant and the Telephone Technician.

Major Duties of the position:

**BASIC FUNCTION OF POSITION:**

Under the supervision of the Computer Management Specialist, the incumbent is responsible for supporting the ongoing operations of the Consulate's Data Processing Center, the users that IRM (Information Resources Management) supports and serve as the

backup in the absence of Post's Telephone Technician. Works closely with the Computer Management Assistant and the Telephone Technician.

Incumbent is responsible for the efficient operation of the Sao Paulo Consulate network equipment connected to the networks (OpenNet and Sao Paulo-DIN); These networks provide data processing service to multiple USG Agencies comprised over 300 employees. These medium to large LANs consist of Windows 2008/2003 servers and mail servers (12), over 400 workstations, various types 'models of printing devices, network peripherals, Cisco routers and network switches. Is responsible to install and upgrade software and computer equipment for the all networks, as well as replace, repair or troubleshoot.

Ensures that all work performed and actions taken on all networks, computer center systems, and installed programs and applications, complies with the Department's IT configuration Control Board Baseline requirements and the Departments Diplomatic Security configuration standards.

Serves as backup on the absence of the Telephone Technician, assuming all his/her duties. Assists Telephone Technician as needed.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

Incumbent assists in the software installation and upgrades of all workstations, also ensures that all hardware and software is in compliance with department guidelines.

Incumbent is responsible to maintain the antivirus definition up-to-date for all OpenNet computers and servers.

Supports and maintains various system applications including MS Exchange, MS Office suite and other Dept. specific software suites with emphasis in the Consular systems software and hardware.

Maintains systems and other ISC Log books, software and hardware documentation, SOPs, paper and electronic files accurately updated.

Provides frontline technology user support to all Consulate unclassified network users. This support is typically delivered via telephone, remotely or personally on site. When necessary, provides computer training to the final user, either individually or in a classroom environment.

Escorts and monitors the efforts of non information systems personnel such as vendor support services, Department visitors and local maintenance personnel, when working in any of the computer center facilities or on any of the networks or computer system.

Supports telephone issues and assists the Telephone Technician, as necessary. Provides telephone technical support in absence of Telephone Technician.

### **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

**EDUCATION:** Completion of secondary school is required. Completion of A+, N+ certificates or advanced MS Windows certificates required.

**EXPERIENCE:** Experience in computer network operations, maintenance and support services required.

**LANGUAGE:** Level III (Good Working Knowledge) English in both speaking/reading is required. Level IV (Fluent) Portuguese in both speaking/reading is required. Language proficiency will be tested.

**KNOWLEDGE:** Knowledge of system analysis techniques, fault isolation, LAN architecture standards, telecommunication standards, system management techniques and administrative procedures.

**SKILLS AND ABILITIES:** Conceptual skills. Requires the ability to conceptualize systems logic, problem, solving, and structural programming. Requires advanced technical skills involving the troubleshooting of hard and software problems. Testing may be conducted to determine qualifications.

### **SELECTION PROCESS**

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

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. 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. Please submit your most recent Employee Performance Report (EPR).
4. Currently employed US 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.
5. 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.

### **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 IN ENGLISH that provides the same information found on the UAE (see Appendix B). We will not/ not accept any applications that are not submitted in English; **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 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 APPLICATION TO**

Email: [recrutamentosaopaulo@state.gov](mailto:recrutamentosaopaulo@state.gov) with vacancy title; or  
Mail: Rua Henry Dunant, 700, CEP: 04709-110, Chácara Santo Antonio, SP/SP; or.  
Fax: (11) 5186-7475

**CLOSING DATE FOR THIS POSITION: Thursday, January 10, 2013**

The US Mission in Brazil provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, 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.

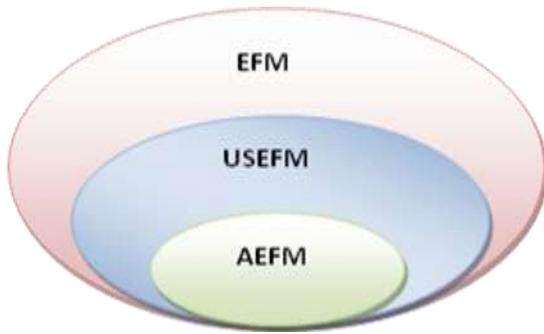
Drafted: E. Branco – HR

Cleared: K. Schreiner

Approved: R. Murphy – MGT

**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.

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 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. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References