



**DATE:** JUNE 18, 2015  
**SUBJECT:** **JOB VACANCY ANNOUNCEMENT – 2015/03**  
**TO:** **All Qualified Candidates**  
**JOB TITLE:** **COMPUTER MANAGEMENT SPECIALIST**  
**WORK HOURS:** Full time position – 40 hours/week  
**GRADE:** **FSN-11**/with the possibility of hiring the employee at a trainee level

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**Note: Due to the number of applications we receive, only applicants who have been short listed will be contacted by USAID.**

**A. BASIC FUNCTION OF POSITION**

The Computer Management Specialist is responsible for planning and implementing Information Resources Management (EXO/IRM) functions and reporting to senior Mission Management and USAID/Washington on the status of Agency effort in these functional areas. He works with the Technical and Support Offices to improve operational systems and assure that systems are operating on cutting-edge technology.

**B. MAJOR DUTIES AND RESPONSIBILITIES**

**1. Information Resources Management Activities (15%)**

Leads the Information Resource Management Team (IRM) to (1) establish work plans; (2) set priorities; (3) monitor progress and; (4) liaise with other teams. Directly supervises and evaluates Computer Management Assistants and Computer Operator(s). Reports to the Deputy Executive Officer. Is a member of the Mission core concepts, monitoring and evaluation focus/working groups.

**2. Information Technology Systems Manager Activities (85%)**

- a) Identify with Mission Management the information needs and systems to meet those needs and a procurement plan to obtain the necessary equipment and supplies needed to implement those systems;
- b) Works closely with AID/W, M/CIO to establish information resource plans, projects, and comprehensive short and long range strategies for Mission automation in compliance with USAID standards and, with Mission Management, to develop multiple-year budget estimates for acquisition of new equipment, site preparation, software procurement and/or development;

- c)** Under the delegation of the Mission Information Security Officer, is responsible for managing and implementing the automated information system security program to protect hardware, software, and Mission data from loss, and also ensures that the Network is compliant with ISS standards. Works closely with Mission ISSO to ensure compliance with Agency IT security standards;
- d)** Schedules and supervises computer center site installations, including all maintenance and repair for hardware, telecommunication and power control equipment, and environmental support systems;
- e)** Where necessary, acquires contract support to assist in repairing computer equipment and implementing automated systems and Mission IT training by developing scopes of work, evaluating capabilities of prospective suppliers, advising on selection of contractors and supervising contractors and supervising contract staff;
- f)** As LAN System Administrator, responsible for providing optimal use of existing and new technology resources through a LAN. Supervises day to day network operations and maximizes system performance; provides management advisory services, user support and training; developing, implementing, and monitoring LAN Network protection system; and other related LAN duties;
- g)** Responsible for upgrade and installation of server and desktop operating systems (Windows, Linux, Mac OS), backstop support for Financial Management Systems, Procurement systems, Travel management Systems and other USAID Application Systems.
- h)** Supervises and/or coordinate the development/deployment of programs and processes to facilitate the use of cloud computing tools (such as Google Docs and Huddle) and storage of information;
- i)** Responsible for designing, implementing and supervising Mission IT training for all users, managerial and operational personnel;
- j)** Accountable for the IT portion of the non-expendable Property Inventory System, ensuring reconciliation with the Embassy Inventory System;
- k)** Accountable for all Mission PC software, including ensuring compliance with 3rd party vendors copyrights laws;
- l)** Acts as liaison with AIDW/M/CIO, other US Government agencies and IT related contractors (UPSs, electrical, etc.);
- m)** Responsible for the establishment and enforcement of IT Mission Orders laying out policy and procedures relating to use of equipment within the Mission;
- n)** Assist other Mission Agencies in Dakar, in USAID regional limited presence countries as requested and provide advice to Technical and Support Offices on automation planning, sourcing and procurement.

- o) Trains users in operating Software products (Microsoft, Google, Huddle office productivity suites, etc.) in use within the USAID/Dakar mission.

### **C. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

1- **Education:**

Completion of education or training resulting in a Master degree, or the host country academic equivalent, in the fields of computer science, Information Systems management, or equivalent is required.

2- **Prior Work Experience:**

At least six years of progressively responsible work of a program, technical, or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of computer systems.

3- **Language Proficiency:**

Level IV in English and level IV in French (Fluent) is required.

4- **Knowledge:**

- Expert knowledge of computer hardware, computer programming languages, computer systems operations and their application, and the policies and the procedures relatives to equipment requirements planning, acquisition, funding, and justification.
- Must possess comprehensive knowledge of strategic objectives, projects, and organizations support, to discern opportunities for increase support, and to resolve operational problem of such supported organizations.
- Must possess extensive knowledge of the principles, techniques, and methodologies involving computer system analysis, programming, operations, and related aspects of telecommunications.
- Must possess knowledge of the principles of personnel, financial, and equipment resource management.

5- **Abilities and skills:**

- Position requires the ability to discuss complex concepts with line managers, users, and other personnel and to related requirements to computer system capabilities; ability to effectively deal with competing user requirements and to negotiate acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively before top management relative to system requirements and obtain needed funding and program support; and ability to advise prospective users diplomatically of system limitations or other priorities and to work out alternatives.
- Position requires exceptional interpersonal skills in order to gain acceptance of findings, recommendations, and decisions relative to computer system operation and support. Must be skilled in supervising a subordinate workforce and/or coordinating support services of vendor representatives and contractors. Must be skilled in using administrative and technical reference material, and relating information therein to technical aspects of management, e.g. systems analysis, design of system architecture,

development of standards for tests and evaluation, etc. Must be skilled in applying rules concerning systems acquisition to insure acceptance by of proposals headquarters

#### **D. POSITION ELEMENTS**

a) **Supervision Received:**

Work is performed independently under the general supervision and guidance of the Executive Officer and his/her Deputy, who outlines objectives and reviews accomplishments for conformance with policy and furtherance of Mission goals.

b) **Available Guidelines:**

Vendor and manufacturer hardware and software manuals; training and reference materials; and State Department and USAID Washington policies, regulations and guidelines on information resources management (FAM, FAH, ADS, etc.).

c) **Exercise of Judgment:**

Considerable judgment is required in the analysis of hardware and software requirements, determinations as to procedures suitable for automation, advice and assistance to managers, etc. Judgment is also required to balance must have or nice to have applications and equipment against budget constraints and competing priorities.

d) **Authority to Make Commitments:**

None.

e) **Nature, Level and Purpose of Contacts:**

Frequent and continuing contact with all levels of Mission, Embassy and associated agency personnel, IT contractor representatives, and other IT service representatives in Senegal ( local electricians, Software and Hardware vendors, telecommunication services providers etc.), to ensure Mission requirements are met.

IT vendor representatives (Microsoft, Cisco, IBM, etc.) are concerned with installation and maintenance of equipment, and contacts with USAID/W IRM personnel allow obtaining and exchanging information that ensures to comply with USAID standards.

f) **Supervision Exercised:**

Supervise staff in the Mission IRM Division (Computer Management Assistants and Computer Operator(s)).

g) **Time required to perform Full Range of Duties:**

Six months.

**HOW TO APPLY:** Interested applicants with existing Senegalese Work Permits or who possess Senegalese Work Permits **MUST** submit a complete application package which includes:

- A cover letter,

- An OF-612 form (form can be found on this web site: <http://www.usaid.gov/senegal> under “doing business with USAID - Job Opportunities – Application form”) and
- A detailed resume plus 3 References.
- Hard copies of relevant degrees.

All the above mentioned documents are **REQUIRED** and must be prepared in English and should be addressed to:

Human Resources Mgt. Specialist  
Routes des Almadies  
B.P. 49 - Dakar, Senegal  
Email address: [usaiddakar-hr@usaid.gov](mailto:usaiddakar-hr@usaid.gov)

## **Deadline to receive applications: July 12, 2015**

***EQUAL EMPLOYMENT OPPORTUNITY: The US Mission in Senegal 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. USAID/Senegal 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.***