

AMERICAN EMBASSY BELGRADE

Information Service Center (ISC)

Announcing an open position for

Title: Computer Systems Analyst

OPEN TO: All Interested Applicants / All Sources

The “Open To” category listed above refers to applicants who are eligible to apply for this position. The “Open To” category should not be confused with a “hiring preference” which is explained later in this vacancy announcement.

POSITION: **Computer Systems Analyst**

OPENING DATE: September 7, 2016

CLOSING DATE: September 23, 2016

WORK HOURS: Full-time (40 hours per week)

SALARY: Ordinarily Resident (OR): FSN - 7
Not-Ordinarily Resident (NOR): FP - 7*
*Final grade/step for NORs will be determined by Washington.

LENGTH OF HIRE: Permanent position

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

Under current law, non-Serbian and American citizens, who are not/not Appointment Eligible Family Members, Eligible Family Members or U.S. citizen Members of Household (MOHs) officially recognized by the Ministry of Foreign Affairs, must possess a valid Serbian residence and work permit in compliance with host government laws and regulations prior to application. **Copies of the permits must be sent with the application. The Embassy/Consulate cannot sponsor applicants for either permit, except for U.S. citizen MOHs. Laws regarding residency are subject to change at any time.**

All applicants are instructed to address all of the required qualifications including knowledge, skills and abilities as detailed below with specific examples and comprehensive supporting information. Only applications that address the required qualifications are to be considered. **Applicants whose experience includes other duties and responsibilities than those required for this position, shall provide a detailed breakdown of duties to define how many hours per day they have spent working in each function in accordance to the position description. Applications that do not provide sufficient detail will not be considered.**

NOTE: Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

BASIC FUNCTION OF POSITION

The incumbent serves as the SharePoint Administrator and reports to the Information Systems Officer (ISO) via the ISC Team Leader. Primary focus of this position is responsibility for handling, configuring, troubleshooting and maintaining Embassy's SharePoint internal sites, handling of SharePoint customer service and SharePoint user support training. Also includes responsibilities for general customer and systems support to all Embassy personnel as well as assistance with network installations, operations and maintenance. Incumbent is responsible for implementing basic design, maintenance and governance of Belgrade's SharePoint site collection to include educating users on how to use specific features, managing policies and permission provisioning. This position assists with local network support issues or compliance with data and applies technical solution in specific ISC projects to include software upgrades, hardware replacement, etc. Provides a first-line general customer support addressing most common customer service issues such as password recovery, Compact Disc (CD) scanning and burning, guidance on basic procedural "how-to" questions, to more complex troubleshooting issues.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED

Applicants must address required qualifications criteria listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

Education: University degree in Computer Science or Information Systems Management.

Experience: Minimum two years of progressively responsible work of program, technical or administrative nature in the computer field with emphasis in web technology, team work, analytical judgment, and abilities regarding operation and utilization of computer systems and customer support. In addition, one year experience in SharePoint development to include use of SharePoint Designer.

Language: Must have S-4/R-4/W-4 (fluent), speaking/reading/writing in English. Must have S-4/R-4/W-4 (fluent) speaking/ reading/writing in Serbian. (*English proficiency will be tested.*)

Skills and Abilities: This position requires excellent communication and interpersonal skills in order to gain acceptance of findings, recommendations and decisions relative to computer system operation and support. Proficient in Microsoft SharePoint and Designer. Ability to recognize value of new technology and provide desktop workstation support.

Job Knowledge: Knowledge in Microsoft SharePoint and Designer, Microsoft InfoPath, Adobe Photoshop, HTML, JavaScript and net technologies. Knowledge of computer hardware, systems operations and applications and procedures relative to equipment requirements. Understanding of Department of State (DoS) regulations concerning computer use and security to ensure developed SharePoint sites/pages meet security parameters.

*Note: Candidates will be tested for language and computer skills during the interview process.
Shortlisted candidates will also take a written exam,
followed by an interview.*

FOR FURTHER INFORMATION

The complete position description listing all of the duties and responsibilities may be obtained by contacting the Human Resources Office (Telephone: 706-4000, ext. 4266 or 706-4266; Fax: 706-4005; E-mail: belgradehro@state.gov).

HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
- (2) AEFM / USEFM
- (3) FS on LWOP**

* **IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold the following: local security certification.

HOW TO APPLY: Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

**Note: DO NOT enclose the original documents to your application, as they will not be returned.
Application language is English.**

WHERE TO APPLY: THE HUMAN RESOURCES OFFICE

Mailing Address: AMERICAN EMBASSY BELGRADE
BULEVAR KNEZA ALEKSANDRA KARADJORDJEVIĆA 92
11000 BELGRADE

E-mail Address: belgradehro@state.gov

POINT OF CONTACT: Telephone: 706-4000, ext. 4266 or 706-4266

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Mission 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.

Appendix (DEFINITIONS)

Eligible Family Member (EFM): An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner 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; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority;

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**

- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does **NOT** currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either 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. A MOH is an individual who meets the following criteria:

- 1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- 2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- 3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

CLOSING DATE FOR THIS POSITION: September 23, 2016
ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED.

Please note: Short listing and interviews are normally completed within six weeks of the closing date. Please assume that your application has been unsuccessful if you have not heard from us within six weeks of the closing date.