

VACANCY ANNOUNCEMENT

Embassy of the United States of America
Freetown, Sierra Leone

VACANCY No: 035-2013

OPEN TO: All Interested Candidates within and outside the Mission

POSITION: Telephone/Radio Technician

OPENING DATE: November 8, 2013

CLOSING DATE: November 22, 2013

WORK HOURS: Full-time; 40 hours/week

GRADE: *Not-Ordinarily Resident: FP--07 (To be confirmed by Washington)

*Ordinarily Resident: FSN Grade 07

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

SEE DEFINITION FOR "NOT-ORDINARILY RESIDENT" BELOW.

The United States Embassy in Freetown is seeking an individual for the position of Telephone/Radio Technician. The position is located in the Information Management Section and Reports to the Senior Telephone/Radio Technician.

FUNCTIONS OF POSITION:

Radio:

Assists with the planning, installation, maintaining, troubleshooting and repairing of all unclassified radio and associated peripheral radio equipment used at post by four USG agencies. These include all DS radio equipment used at numerous NEC guard posts and residential locations. Responsible for programming all radio channels, frequencies or making other changes to equipment using specialized Motorola or Kenwood computer software configuration programs. Uses complex troubleshooting skills to analyze and inspect defective radio equipment in order to restore service. Maintains a spare radio parts inventory and arranges for the procurement of spare radio parts in order to repair faulty

radios or arrange for onward shipment for major repairs or replacement. Monitors daily use of radio networks to ensure that all repeaters and other radio equipment are working properly. Provides new-arrival orientations to all American and LES personnel concerning proper radio operating procedures in order to inform them and ensure network compliance. Coordinates with the Regional Information Management Center (RIMC) on major radio faults and other support issues. Coordinates with Facilities Maintenance and/or the GSO regarding installation of new radio equipment and/or relocation of repeater equipment as required. Assists and supports visiting RIMC radio technicians during upgrades or other projects.

Telephone:

Responsible for the daily maintenance support, troubleshooting and repair/restoration of all unclassified cellular, Fixed Cellular Terminal (FCT), Voice over Internet Protocol (VoIP) and PTT land line telephone equipment and network systems used to support the mission. These includes complex telephone system like "E-1" communications links, Fixed Cellular Terminal (FCT) links, as well as VoIP voice and data links for both incoming and outgoing telephone calls. Responsible for daily troubleshooting of telephone line within the chancery, as well official USG residences. Ensures completion of IRM work orders regarding telephone related programs, including plans, designs and coordination to meet specific communications requirements. Performs installation of telephone cabling and telephone instruments as required. Assists the IMO/IMS with configurations and programming of telephones using computer software utility programs. Coordinates with the local telephone service providers to relay connection faults and facilitate expeditious rectification of problems. Analyzes technical problems, provides information and advises users on operational issues related to the mission telephone system. He also provides new-arrival orientations to American and LES personnel to educate and inform them about the systems. He is responsible for compliance with USG regulations for safety and security, and prepares and maintains systems documentation, inventory and maintenance records of telephone program work.

Television:

Responsible for providing efficient customer service and support for both the Armed Forces Network (AFN) and Digital Service Television Service (DSTV) systems installed in USG official residences. This works usually involves dish alignment, replacing dish components, faulty cable and/or connectors or other configuration or programming issues. Contacts the local DSTV Multi-Choice vendor technicians regarding technical problems and sometimes assists them during installations as well. Assist the TVRO technician with television-related issues that he cannot resolve inside the chancery, CMR, DCR or PAO residences. Provides new arrival orientation briefings to American personnel regarding AFN and DSTV technical issues, as well as preparing useful reference guides to assist users with common TV reception problems.

Wireless Network Communications:

Provides technical service and support to the ISC (Information Systems Center) for critical off-site wireless bridge telecommunications circuits. Works closely with ISC to plan, install, maintain, troubleshoot and repair complex Cisco wireless bridge equipment. This includes antenna alignment, testing of circuits, replacement of radio components, installation of Category-6 and fiber optic network cabling and connections. Installs, maintains and troubleshoots post facsimile (FAX) equipment, cellular phones and other electronic equipment in support of American Embassy Freetown operations. Responds to a wide variety of computerized IRM Service Requests pertaining to radio, telephone, television, wireless networking and other issues that require attention. Maintains Standard Operating Procedures (SOPs) on operational procedures and for quick reference purposes by customers and other technicians.

QUALIFICATIONS REQUIRED:

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

1. **Education:** Completion of secondary school and formal technical school training is required. Post secondary school course work in physical science and Information Technology, basic electricity, electrical wiring, electronics and telecommunications theory is required.
2. **Experience:** Three to four years of recent progressively responsible experience in radio, telephone, television, and other IT fields, including theory and repair. Experience in interpreting technical guidelines, schematic drawings and engineering plans and specifications.
3. **English Ability:** Level III English ability (good working knowledge) of written and spoken is required.
4. **Other Criteria:** Knowledge of electronics, including radio, telephone, television and other modern Information Technology theories & practices. Knowledge of installation, operation, maintenance, testing, troubleshooting and repair procedures and techniques. Knowledge of local SL government and service provider standards and requirements. Knowledge of telecommunications computer software & equipment, including specialized tools and other electronic equipment. Thorough knowledge of safety practices and procedures.
5. **Other Skills:** Ability to work independently and effectively without direct supervision under stressful conditions. Ability to read and interpret IT technical guidelines and perform troubleshooting techniques in an efficient and organized manner. Ability to use specialized tools and test equipment specific to radio, telephone, television and IT wireless computer networking, including transmission test sets, multi-meters, tone generators and punch-down tools. Ability to organize work load and exercise good records management.

6. **Interpersonal skills:** Must have excellent interpersonal and communications skills to be able to communicate to supervisors and customers.

SELECTION PROCESS:

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate 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. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Performance Report are not eligible to apply.
3. Currently employed US Citizen EFM's who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. 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 applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment (DS-174); available on the internet at http://freetown.usembassy.gov/job_opportunities.html and
2. A current resume or curriculum vitae.
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

The Human Resources Section
(Application for Telephone/Radio Technician)
Embassy of the United States of America
Southridge, Hill Station
Freetown
FAX: 076-515-355

By handling a sealed envelope to the Security Guards at the entrance of the embassy.

NOTE: Only short listed applicants will be contacted.

DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

--US citizen;

--Spouse, Domestic Partner or child who is at least age 18; (children include natural offspring, stepchildren, adopted children and children under permanent legal guardianship of the Employee, Spouse, or Domestic partner).

--Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;

--Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, or at an office of the American Institute in Taiwan and

---Does not receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign or Civil Service

Other family members or dependents on direct-hire Foreign, Civil, or uniformed service member's travel orders are not AEFMs or US Citizen EFMs for purpose of 3 FAM 8200.

2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.

3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen AEFMs and EFM of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: November 22, 2013

The US Mission in Freetown 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.