

VACANCY ANNOUNCEMENT

Embassy of the United States of America
Freetown, Sierra Leone

VACANCY No: 042-2015

OPEN TO: All Interested Candidates in and outside the mission

POSITION: Computer Support Assistant, (CDC) FSN-07/ FP-7
THIS IS A TERM POSITION FOR ONE YEAR

OPENING DATE: May 13, 2015

CLOSING DATE: May 27, 2015

WORK HOURS: Full-time; 40 hours/week (Monday-Friday)

SALARY: *Not-Ordinarily Resident (NOR): FP-07
*Ordinarily Resident (OR): FSN Grade 07

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

The United States Embassy in Freetown is seeking an individual within or outside the Mission for the position of Computer Support Assistant. Reporting to the Computer Management Specialist, the position will be located in Information Management Section while supporting the interest of the Centers for Disease Control (CDC) Mission.

BASIC FUNCTION OF POSITION:

The incumbent performs a variety of systems administration functions to support and ensure the integrity and availability of Mission Freetown's networks. This involves managing server and workstation hardware, software, and data, working in a Microsoft environment. He or she also provides Center for Disease Control (CDC) end-user customer help desk support, as well as training for all systems supported on the network. These tasks and duties are performed in a highly independent manner under the direction of the Systems Administrator and the Information Management Officer.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Also, please see appendix C below.

QUALIFICATIONS REQUIRED

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

- 1. Education:** Completion of High School and 2 years of college level work in computer technology required. A+ Level COMPTIA certification in computer hardware and software is required.
- 2. Experience:** Two to three years of progressively responsible experience in computer networking and systems administration. One year or more should have been in a comparable bureaucratic structure similar to the Embassy such as a large banking institution, European Union or United Nations.
- 3. English Ability:** Level 3 English ability (good working knowledge) in oral and written English is required.
- 4. Other Criteria:** Knowledge of computer supplies and internet connectivity issues. Thorough knowledge on computer hardware and software principles.
- 5. Other Skills:** Good troubleshooting skills. Ability to work in a team environment and knowing when to escalate issues to supervisors for attention. Good logical reasoning skills. Good preventive maintenance skills. Should be able to carry out repairs on Consular system equipment. Should be tactful in dealing with serving clients.

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.
3. 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.
4. Currently employed US Citizen EFMs who hold 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 applicants for this position must submit the following or the application will not be considered:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); available on the internet at http://freetown.usembassy.gov/job_opportunities.html 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 Form DD-214 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.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above

SUBMIT APPLICATION TO:

The Human Resources Section
(Application for Computer Support Assistant, CDC)
Embassy of the United States of America
Southridge, Hill Station
Freetown
FAX: 232-76-515-355
Email: HRFreetown@state.gov

NOTE: Only short listed applicants will be contacted

POINT OF CONTACT:

Human Resources Section: 076-515-000

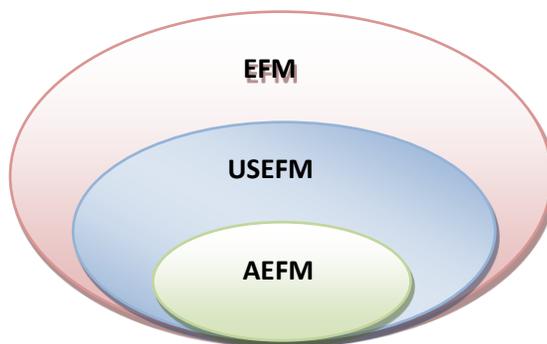
CLOSING DATE FOR THIS POSITION: May 27, 2015

The U.S. Mission in Freetown, Sierra Leone 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 A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. Eligible Family Member (EFM): An individual related to a U.S. 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. U.S. Citizen Eligible Family Member (USEFM): 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 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 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 U.S. 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 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. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- 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
- 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

APPENDIX C

COMPLETE JOB DESCRIPTION - COMPUTER SUPPORT ASSISTANT

Systems administration and Operations 35%

Administers Freetown's OpenNet and Dedicated Internet networks (DINs). Manages network switches and establishes network connectivity to new, renovated or relocated office spaces for CDC. Remotely monitors DIN performance at offsite locations. Takes appropriate action to resolve hardware, systems software, applications software, and environmental problems as they occur. Takes necessary steps to return the operational environment to normal. Performs spot repairs of faulty servers, workstations, peripherals, and networking equipment. This requires the ability to comprehend and interpret technical manuals and other documentation to determine appropriate actions necessary to effect repairs. Judgment must be exercised to determine the time and cost effectiveness of performing repairs, consulting with Washington and local/international vendors as needed. Once a solution has been identified, the Computer Assistant applies it and tests to confirm that the problem has been resolved. Deploys new equipment, including workstations, monitors, printers, and peripherals for Post's annual Global IT Modernization (GITM) refresh. Deploys new software operating systems and applications software. Provides rapid-response to CDC system-related outages to ensure continuity of CDC operations. Manages Post's Microsoft Active Directory infrastructure. Creates and deletes accounts for incoming and departing users. Coordinates with other posts and Washington DC to move accounts in/out on a timely basis. Analyzes and troubleshoots problems as needed. Independently performs and tests software backups. Carries out preventive maintenance and operational tests. Applies patches to servers and workstations. Monitors application logs and server storage. Assists in installing and maintaining server hardware, inspecting and testing power, air conditioning.

Help desk operations 30%

Assists customers who report problems related to any of the systems supported by CDC. Problems can be reported through Post's help desk ticket system (eServices/WebPASS), by phone call. The Computer Assistant researches the problem, identifies and implements a solution, and then confirms with the customer that the issue has been resolved to their satisfaction. The computer assistant prioritizes based on established service level agreements and a variety of situational factors. Assistance is frequently provided at the customer's desk or office, and periodically requires travel to off-site locations. Provides remote support via telephone to OpenNet and DIN users not located on the CDC compound. Must interpret technical terms and language in a sufficiently non-technical manner to be clearly understood by the user or customer. Must exercise good interpersonal skills to ensure non-intimidating and amicable communications with customers. Help desk requests are unscheduled and unpredictable, since they are initiated by customers requiring assistance. However, request peaks tend to coincide with other project work that often has impacts on system operations.

Projects and Special Events 10%

Manages projects to improve or add capability on a regular basis. Coordinates with colleagues, supervisors, and stakeholders including section chiefs to define objectives, plan the project scope and details, and implement and document the solution. Projects include researching and implementing new systems, identifying and consolidating data sources to improve access or accuracy, and new hardware implementation, such as infrastructure upgrades. Supports special events with IT resources, technical assistance, and after-hours/off-premises IT expertise to ensure event success. Collaborates with the Systems Manager and the Information Management Officer in the preparation of the Disaster Recovery Plan and Contingency Plan documentation, backup systems and supporting equipment. Contributes to the planning and assists in maintaining the Standard Operating Procedures. Maintains an up-to-date inventory of all software and licenses. Collaborates in the acquisition of hardware and software, providing technical specifications and suggested-vendor recommendations to CDC. Ensures adequate supplies are maintained to meet mission operational requirements. Special reports relating to software and systems issues must be prepared with a sufficient degree of technical precision to enable Department technical support personnel to adequately evaluate the situation and take corrective actions. Maintains software change logs and system maintenance logs. Supports Post's pilot site and beta testing initiatives through installing and configuring 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.

User Training and Briefings 10%

Provides training to users in both formal and informal environments, and in both small and large group settings. Training topics include using hardware and software, for example, Blackberry devices or Microsoft Windows, as well as other computer-related issues. Develops curriculum and agenda for training courses, provides handouts, quick reference materials and manuals as appropriate.

Other duties or projects as assigned. 10%

Other duties or projects as assigned.

Professional development 5%

Keeps abreast of IT industry trends and developments, particularly with respect to hardware and software that is deployed on State Department networks. Uses his or her expertise to make recommendations to colleagues and supervisors. Maintains current skillset by participating in State Department and industry training, both classroom based and through distance learning. Computer Assistant is responsible for monitoring and recommending appropriate training courses to be taken each year.

****Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.**

