The U.S. Embassy in Khartoum, Sudan is seeking qualified Eligible Family Member for the position of Computer Management Assistant in the Office of Information Management Resources Office.

BASIC FUNCTION OF POSITION

The Computer Management Assistant supports the Information Programs Center (IPC), Information Systems Center (ISC), and Technical Communications Section (TCS) in carrying out their daily duties to communicate locally and with the State Department in support of the diplomatic, public outreach, and business functions of the Embassy. This assistance includes: processing record traffic; working on the Classified and Unclassified Local Area Networks (LANs); responding to user trouble calls; maintaining consolidated oversight and inventories for over $1,000,000 of information technology and communications (ITCOM) equipment; technical support for telephones & radios; and providing Mail and Pouch assistance. This position requires a Top Secret with crypto-for-use security clearance or the ability to obtain it. The IMA shares duties and responsibilities with the Information Management Specialist (IMS). The IMA must be willing to be occasionally “on call” and willing to travel for training. Additionally, this position will serve in a supervisory role to foreign national staff employed in the mailroom and as switchboard operators. The role will involve regular mailroom and administrative duties relevant to staff supervision.

QUALIFICATIONS (REQUIRED)

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

1. **EDUCATION:**
   
   University degree in information management is required.

2. **EXPERIENCE:**
   
   Minimum of two (2) years of professional IT experience within the past three (3) years is required.

3. **LANGUAGE (this will be tested):**
   
   Not-Ordinarily Resident (NOR): FP-05 *
   
   *Final grade/step for NORs will be determined by Washington.
4. **SKILLS AND ABILITIES (this will be tested):**

- Requires proven technical skills in troubleshooting and resolving Information Technology and Communications hardware and software issues.
- Excellent interpersonal and customer relations skills are also expected.

**FOR FURTHER INFORMATION:**

The complete position description listing all of the duties and responsibilities may be obtained on our website at [http://sudan.usembassy.gov/job_opportunities/embassy-jobs.html](http://sudan.usembassy.gov/job_opportunities/embassy-jobs.html) and/or by contacting the Human Resources Office (by e-mail: KhartoumHRapplications@state.gov or Tel: +249 1-870-22000).

**SELECTION PROCESS:**

When qualified, 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 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.

The candidate must be able to obtain and hold a **Top Secret** security clearance.
4. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor’s tour of duty to be considered eligible to apply for this position.

HOW TO APPLY
Applicants must submit the following documents to be considered:

- Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See “For Further Information” above).

IMPORTANT: Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMEP).

WHERE TO APPLY:

<table>
<thead>
<tr>
<th>Human Resources Office</th>
<th>U.S. Embassy Khartoum, Human Recourse Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Address:</td>
<td>P.O Box 699, U.S Embassy, Kilo 10 Soba, Khartoum Sudan</td>
</tr>
<tr>
<td>Tel Number:</td>
<td>+249 1-870-22000</td>
</tr>
<tr>
<td>E-mail Address:</td>
<td><a href="mailto:KhartoumHRapplications@state.gov">KhartoumHRapplications@state.gov</a></td>
</tr>
</tbody>
</table>

Application Box: Application may be delivered to U.S Embassy, Kilo 10 Soba Khartoum, Sudan. The application box is located outside the Consular Entrance.

EQUAL EMPLOYMENT OPPORTUNITY:
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 A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined 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. The term "child" shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; 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 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 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): A MOH is an individual who meets all of the following criteria.
• A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
• A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
• A MOH is under COM authority;
• A MOH may include a parent, unmarried partner, other relative, or adult child;
• A MOH may or may not be a U.S. Citizen;
• A MOH is not an EFM;
• A MOH is not listed on the travel orders or approved Form F-126 of a sponsoring employee.

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.