JOB VACANCY ANNOUNCEMENT
AMERICAN EMBASSY – LOME

No.: 10HR-04T1 **February 17, 2010**
Training Level

REF: VACANCY ANNOUNCEMENT No 10HR-04 and 10HR-04T DATED FEBRUARY 4, 2010

PLEASE NOTE: APPLICANTS WHO RESPONDED TO VACANCY ANNOUNCEMENT 10 HR-04 OR 10HR-04T NEED NOT REAPPLY AS THEIR APPLICATIONS WILL BE CONSIDERED.

TO: All employees, all Agencies

Subject: VACANCY ANNOUNCEMENT

OPEN TO:	**All interested Candidates**
POSITION:	**Computer Management Assistant, FS-7 (FP-7, AEFM only)**
OPENING DATE:	**February 18, 2010**
CLOSING DATE:	**March 4, 2010**
WORK HOURS:	**Full-time: 40 hours/week**

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

The U.S. Embassy in Lome is seeking individual for the position of Computer Management Assistant in the Information Resources Management (IRM) Section.

To apply, please go to: http://togo.usembassy.gov/employmt.html

BASIC FUNCTION OF POSITION

Advises the IMO and initiates procurement of appropriate software and equipment; optimizes server performance; ensures compliance with State Department guidelines. Incumbent is instrumental in formulating budget requirements, determining system requirements and operational needs.

The major duties and responsibilities are pasted at the end of the announcement.

QUALIFICATIONS REQUIRED

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

1. **Education**: University degree in computer science or related field is required.

2. **Work experience**: Two years performing progressively more technically complex work in operating computers, providing support to Microsoft server and Microsoft application is required.

3. **Language:** Level IV (fluent) spoken and written English and French is required. *English language will be tested.*

4. **Knowledge:** Thorough knowledge of Microsoft Server 2000 and 2003 LANs as well as SQL 2000/2005, computer equipment, Microsoft XP and OFFICE suite is required. Additionally, must be competent in systems analysis and design techniques, computer LAN management, and software and hardware troubleshooting techniques.

5. Skills: Must have excellent systems operational abilities and sound troubleshooting techniques.

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. Currently employed US Citizen EFMs 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 OF-612; or
2. A current resume or curriculum vitae that provides the same information as an OF-612; plus
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.

NOTE:

1. **ALL APPLICATIONS MUST HAVE THE JOB ANNOUNCEMENT NUMBER AND THE POSITION TITLE IDENTIFIED.**
2. **ALL APPLICATION MUST BE SENT ELECTRONICALLY TO** HROLome@state.gov **EMAIL ADDRESS.**
3. **ALL APPLICATIONS MUST BE FOR AN OPEN/ADVERTIZED POSITION.**
4. **APPLICATIONS PREVIOUSLY CONSIDERED FOR A JOB WILL NOT BE HELD/CONSIDERED FOR FUTURE JOBS. IF YOU ARE INTERESTED, YOU MUST RE-APPLY.**

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 or dependent who is at least age 18;

--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, approved safehaven abroad, or alternate safehaven abroad; and

--Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.

2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign of 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 EFMs and EFMs 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: March 4, 2010

The US Mission in Lome 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.

Ruth D. Wagoner
Management Officer

Major duties and responsibilities:

CUSTOMER SERVICE, TROUBLESHOOTING AND TRAINING: Provides expeditious solutions to employee's computer problems. Routinely dialogues with customers to monitor the use of their systems, to ensure they are using the system to its fullest capacity and in the Department of State mandated manner. Analyzes users routine use of the system to develop more efficient methods of performing their duties in order to reach their objectives. Must be accessible and present a friendly and helpful environment for customers to ask questions. Responds to telephonic, verbal, or email requests for assistance as expeditiously as possible. Seeks assistance on problems beyond his/her expertise in a timely manner to ensure the least amount of downtime for the individual customers or the LAN in general.

Must be proactive in providing manuals, guidelines, operating procedures, and general instructions for use by computer users and colleagues.

- Maintenance and repair of hardware: Proper maintenance and replacement of workstations, servers, UPSs, printers (standalone and network). Assists the Senior Computer Management Assistant in the managing of all unclassified hardware.

-Systems and daily backup: Acts as backup operator for servers and keeps track of tapes and system logs.
- LAN - Network Cabling: Run and splice various networking media to include CAT-5, CAT-3 and fiber optic cabling. Maintain LAN connectivity and modify network to enhance and maximize performance
- Build to Department standard, an error-free and tested image for use on all new workstations prior to deployment. Image will include all required security and application patches and all widely used application software used at Post.
- SMS - Server is used for the deployment of security patches and publish software or packages to client workstations and servers.

SOFTWARE (LAN), HARDWARE and WEBSITE MANAGEMENT:
Installs and maintains various LAN systems software to include, but not limited to: Microsoft 2000, 2003 and server application; Exchange 2003 and Exchange 5.5; standard Microsoft Office Suite software: Incumbent loads Department of State approved software and ensures a finished and workable product in a reasonable amount of time. Incumbent is responsible for all upgrades, installations and maintenance of web-based applications and local server databases on the network to include: WEBPASS, WinTA, RFMS, WinACS, ECS, ICASS, AESOP, EVDB, Contact, ILMS, Travel Manager, etc. Continuously analyzes the need for updated and more efficient corporate packages to meet embassy users needs.

Develops and maintains familiarity with various LAN systems hardware to include, but not limited to: servers, switches, routers, encryption devices and modems: Incumbent installs, manages and troubleshoots over 150 computer workstations and other peripherals at the embassy. Assists in the installation and maintenance of servers for Opennet including consular operations. This entails routine checking of backup logs, services, mounting of backup media, daily Norton Antivirus updates, monitoring of server storage space, the proper functioning of consular server applications, etc. Performs servicing of all the above named equipment in a timely manner.

OVERALL LAN MANAGEMENT AND COMPUTER SECURITY: Ensures that State Department patches are run on all computer workstations and servers, and that the Symantec Antivirus and Scanmail software and definition files are up to date at all times. Ensures adequate stock level of computer supplies and equipment. Advises the IMO of all computer incidents on stand alone PC's and LAN equipment. Ensures that all equipment is protected with a UPS from power surges. Maintains an updated database and backup of all equipment and all software loaded (Location, date installed, etc.) at both locations, presentable upon request by the IMO. Troubleshoots hardware and software system problems. Maintains a legible and comprehensive record log of all actions conducted on the LAN, to include routine procedures as rebooting of the system. Seeks in-house, local and regional assistance in a reasonable amount of time to ensure the least amount of downtime of the LAN.

EQUIPMENT DISPOSAL and MISCELLANEOUS: Diagnoses computers for hardware failures and coordinates with the Department for replacements. Upon receipt of new equipment and after deployment of the same, incumbent is responsible for taking old equipment off the inventory and handing it over to GSO for disposal. He/she should follow the Department of State regulations for disposition of information system hardware. Other IRM system related duties as assigned by the IMO and ISO.

6. Due to the nature of the work, after hours and week-end duty may be required. Employee will be required to share on-call duty once a month.