

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST U.S. Embassy Ashgabat	2. AGENCY State	3a. POSITION NO. A55902
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. Yes No

4. REASON FOR SUBMISSION

- a. Redescription of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- b. New Position
- c. Other (explain) _____ To confirm the accuracy of the position before advertisement

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO	Computer Operator (LAN) FSN-1815	08	JB	06/09/10
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Management Section	a. First Subdivision Information Management Office
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
_____ Typed Name and Signature of Employee	Dmitriy Begishev
_____ Date(mm-dd-yy)	04/15/2011
	_____ Typed Name and Signature of Supervisor
	_____ Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
Michael Fotheringham	Benjamin Mills
04/15/2011	04/15/2011
_____ Typed Name and Signature of Section Chief or Agency Head	_____ Typed Name and Signature of Admin or Human Resources Officer
_____ Date(mm-dd-yy)	_____ Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

This is the senior of two Computer Operator positions. Incumbent is responsible for daily LAN operations, installations, modification as well as advising or giving work direction to the junior Computer Operator. Reports directly to Computer Management Assistant, but may be tasked by the IMO, IPO or ISO.

14. MAJOR DUTIES AND RESPONSIBILITIES**% OF TIME**

20% of time

Responds to user requests for assistance with accounts, computers, printers and COTS applications. Maintains Post IM trouble tracking system and uses that system to respond to and gather statistics on IM issues. Assigns tickets to and advises junior Computer Operator on prioritization and resolution of customer requests.

10% of time

Maintains and assists users with DOS specific software. This includes regular data uploads and downloads, backups, upgrades and troubleshooting. Creates programs that address system and user requirements using Visual Basic, SQL, HTLM and other programming languages.

15% of time

Monitors ONP LAN including: configuring and monitoring backups, monitoring system logs, monitoring system performance and advising IMO/IMS on needed upgrades or replacement equipment.

30% of time

Advises and gives work direction to the junior Computer Operator

10% of time

Keeps abreast of emerging technology and user needs and recommends modifications/upgrades consistent with regulations and CCB approvals.

10% of time

Prepares new equipment for deployment and upgrades existing hardware/software as required.

5% of time

Trains end users in the proper use of DOS software.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a) Education: Degree in computer science, information technology or related. Microsoft and/or Cisco certifications preferred.

b) Prior Work Experience: Four years progressively responsible experience with computer/LAN administration. Extensive experience with application support and end-user training.

c) Post Entry Training: Pre-requisite IRM training as determined by IRM/FSI SAIT.

d) Language Proficiency: Level III, good working knowledge of English and Russian.

e) Knowledge: PC hardware; Microsoft operating systems to include XP, Vista and Sever 2003; Microsoft SharePoint. Thorough knowledge of Microsoft operating systems – both client and server. Working knowledge of switching, routing and IP/hardware addressing.

f) Skills and Abilities: Outstanding customer support and interpersonal relations skills. Ability to work effectively with minimal supervision. Excellent problem solving and troubleshooting skills.

16. POSITION ELEMENTS

a) Supervision Received: Reports directly to Computer Management Assistant. May be tasked by IMO, IPO or ISO.

b) Supervision Exercised: No direct reports, but provides daily guidance to junior Computer Operator.

c) Available Guidelines: 12 FAM, 5 FAM. RIMC Frankfurt. CA Support. GITM.

d) Exercise of Judgment: Must be able to independently assess system and user needs and make decisions consistent with USG regulations and standard practices.

e) Authority to Make Commitments: Makes recommendations for system changes and hardware/software procurement.

f) Nature, Level and Purpose of Contacts: All Embassy staff.

g) Time Required to Perform Full Range of Duties: Two years for a fully qualified candidates.