



Embassy of the United States of America  
Kyiv, Ukraine

## JOB OPPORTUNITY ANNOUNCEMENT

# 022

Date: May 22, 2014

**TO: ALL MISSION PERSONNEL**

**FROM: CHRISTOPHER NEWTON– HUMAN RESOURCES OFFICER**

**SUBJECT: COMPUTER MANAGEMENT SPECIALIST**

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

**POSITION TITLE:** Computer Management Specialist

**OPEN TO:** ALL INTERESTED CANDIDATES

**GRADE LEVEL:** FSN-10, FP-05\* (FULL PERFORMANCE LEVEL)

**WORK HOURS:** Full Time, 40 hours per week

**POSITION TYPE:** PERMANENT

**OFFICE LOCATION:** Information Systems Center (ICS)

**OPENING DATE:** Immediate

**DEADLINE:** June 5, 2014 at 6 P.M. Kyiv Time

*\*FP-05 is subject for confirmation with Washington.*

**IMPORTANT NOTE:**

ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION AND ARE REQUESTED TO ATTACH COPY OF THEIR **RESIDENCY PERMIT** TO THE APPLICATION.

### **BASIC FUNCTION OF POSITION:**

In accordance with policy and priority guidance provided by the Information Systems Officer (ISO) and the Information Management Officer (IMO), the incumbent performs systems analysis, design, programming, implementation and systems support for new and existing systems within a multiple Windows Local Area Network (LAN) environment. Incumbent is responsible for managing a complex network with well over 25 servers, more than 460 workstations and peripherals and 450 plus users. Incumbent is responsible for the day-to-day operations of the entire Information Systems Centre operations, supervising ISC technical staff. The incumbent has the responsibility of interfacing with vendors, local government officials and Ukrainian Government Officials concerning telecommunication matters in coordination with the IMO/ISO.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

#### **Computer Management and Supervision**

**60%**

- Under the guidance of the ISO and IMO, supports the Department of State's Sensitive But Unclassified OpenNet Local Area Network and Dedicated Internet Networks Systems at American Embassy Kyiv.
- Monitors and updates ICASS counts.
- Maintains an inventory and adequate stock levels for non-expandable supplies.
- Employee supervises a team of three ISC staff by scheduling daily work priorities, providing counseling to and ensuring they have adequate tools necessary to perform their jobs.
- The incumbent manages the IRM Help Desk Database and ensures all high priority tickets are addressed urgently and all tickets are closed when completed to the satisfaction of Embassy customers.
- As the ISC Manager, the incumbent must interface with all ISC personnel to ensure all systems and applications are operating properly to include all offsite locations and telecommunications networks.
- The incumbent must establish priorities when conflicts occur and communicate this information to the customer.
- The incumbent also ensures adherence by post users to overall Post Computer Utilization Policy as delineated in the FAM and other documentation.
- Provides weekly status reports to the ISO, bringing any problem areas that might require escalation to upper management.
- Regularly monitors the Embassy computer systems to ensure that post's computers have all necessary and required software installed in accordance with the Department's computer security guideline. And take necessary steps to correct the deficiencies if found.

#### **Telecommunications Manager**

**15%**

- The incumbent acts as the point of contact for the IMO/ISO on telephone problems and installations and coordinates these activities with the local telephone company for the Embassy and all annex locations. This includes the installation and maintenance for all telecommunications links between the Chancery, OBO

American Center site, Consular, USAID, Ambassador and Deputy Chief of Mission's Residence.

- Incumbent is also responsible for Digital Video Conference systems installed at post.
- The incumbent will arrange meetings with local telephone companies and meetings with local officials and organizations for installation and resolving telecommunications problems in support of the Embassy.
- The incumbent coordinates the efforts of other U.S. Government Agencies and organizations on telecommunications matters.
- The incumbent is required to translate telecommunications-related documents and Diplomatic Notes.
- He/she will provide assistance and interpreter services when required during meetings between Embassy Officials and vendors, Ukrainian and local Government officials.
- The incumbent is responsible for obtaining price quotes from telephone vendors to meet the telephone and data circuit requirements for US Embassy Kyiv.
- Provides technical guidance to the mission telephone/radio technician; Avaya CS1000SE, Avaya telephone switch at CMR, and Kenwood and Motorola radio equipment.

#### **Unclassified (DIN) Security Administrator**

**10%**

- Under the direction of Post's Information Systems Security Officer (ISSO), the incumbent functions as the overall security administrator for all unclassified Overseas Dedicated Internet (ODI) networks.
- To this end, the security administrator must ensure that only approved hardware and software is installed on the ODI networks and must randomly review all ODI computer workstations to verify such and take immediate action to remove any inappropriate software.
- The security administrator will create a baseline image and ensure all ODI computer workstations have this image installed and updated on a regular basis. The baseline image will include support for automatic updates to ensure that all ODI computers have the most recent security patches installed.
- Additional responsibilities include verifying that Anti-virus software is up-to-date and all computers are scanned for viruses on a daily basis with the most current Anti-virus definition files.
- When appropriate the security administrator will make recommendations on the expansion and upgrade of the existing networks, to include software and hardware upgrades.
- The incumbent will provide technical and operational expertise to resolve operational, system and data circuit problems on the unclassified networks.

## **Applications Support and Training**

**10%**

- Provide overall support of the Embassy's sensitive but unclassified (SBU) computer-based commercial applications programs, developed by the Department of State, and commercial off the shelf (COTS) products. Support includes installation, user training, debugging and ensuring all applications are operating at maximum efficiency and performance.
- The incumbent participates in BETA testing and debugging of new software and/or applications.
- The incumbent develops, installs, tests and debugs new software applications for Embassy use.
- The incumbent determines training requirements for users and for ISC staff.
- Assists the IMO/ISO in determining what type of training is best suited such as in-house formal classroom instruction or outsourced training at authorized local training centers.

## **Other Duties as Assigned**

**5%**

- The incumbent serves as the main point of contact for all VIP visits and responsible for coordinating with telecommunication companies and local vendors in Kyiv in order to meet Visit requirements.
- The incumbent is responsible for drafting all official Diplomatic Notes and other correspondence required in order to obtain HNA for data and radio frequencies.

## **QUALIFICATIONS REQUIRED QUALIFICATIONS:**

### **EDUCATION:**

BS degree or host country equivalent in computer science or information systems management is required.

### **PRIOR WORK EXPERIENCE:**

Minimum of four (4) years of work experience in 5 of the following areas (please address applicable areas in the application form). One year of supervisory experience is also required.

Areas of expertise:

- LAN/WAN administration:
- Windows XP or Vista
- Microsoft Office Professional 2003/2007,
- Windows Server 2000/2003 administration
- Microsoft Exchange Server
- IP 4 and IP 6 TCP/IP Addressing scheme
- Internet/Intranet web Administration
- Network cabling CAT 5, Fiber Optics, WiFi
- Installing software with batch script files
- Installing software through Systems Management Server (SMS) package
- Managing a medium or large LAN/WAN network
- Configuring wireless routers

**POST ENTRY TRAINING:**

Managing Exchange 2010

Managing MicroSoft Server 2008

Appropriate Supervisory training

Certification in any current Microsoft networking administration track, i.e. Microsoft

Certified Systems Administrator (**MCSA**) or similar technical certifications such as

Comptia's A+ and/or Net+.

**LANGUAGE PROFICIENCY:**

Level IV (fluent) English, Ukrainian and Russian are required.

**JOB KNOWLEDGE:**

Knowledge of the Post organizational structure, location of different sections and personnel, Department of State Diplomatic Security Computer security standards. The incumbent is required to have a broad and comprehensive knowledge of computer application programs, computer server operations and different operating platforms, telecommunications, networking, WAN and LAN operations. Incumbent is required to understand and apply the USG and the Department of State procedures for procuring software and hardware. The incumbent must possess a comprehensive knowledge of programs, projects and organizations supported by the computer and automation support function to ensure adequacy of support and to resolve operational problems of such supported organizations. Must possess extensive knowledge of the principles, techniques and methodologies involving computer system analysis, programming, operations and related aspects of telecommunication

**SKILLS AND ABILITIES:**

Good technical skills in troubleshooting, diagnosing and resolving hardware and software problems. The incumbent should have the ability to manage priorities and ensure that computer needs, user requirements and resources are efficiently utilized.

Good interpersonal skills to resolve priority issues, properly supervise his IT personnel and to communicate effectively with key local officials.

Ability to write and debug computer programs and to design and maintain LAN and WAN telecommunication networks.

**APPLICATION AND SELECTION PROCESS:**

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a mandatory application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by **COB June 5, 2014**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

**Universal Application for Employment (DS-174) should be completed in English, signed and emailed to: [KvivHR@state.gov](mailto:KvivHR@state.gov) or faxed to: 521-5155.**

**Note:** Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include the UAE (DS-174) will be considered incomplete and will not receive further consideration for recruitment. Due to the high volume of applications received, only shortlisted candidates will be contacted by HR.

**ADDITIONAL SELECTION CRITERIA:**

- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a *probationary period* are not eligible to apply for this position.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980. Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- Only those applicants who are selected for the interviews will be contacted.

**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The U.S. Mission in Kyiv 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.

CLEARED: TLowder (by e-mail)