



Embassy of the United States of America
Kyiv, Ukraine

JOB OPPORTUNITY ANNOUNCEMENT

020

Date: May 13, 2014

TO: ALL MISSION PERSONNEL

FROM: CHRISTOPHER NEWTON– HUMAN RESOURCES OFFICER

SUBJECT: COMPUTER MANAGEMENT ASSISTANT

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 Assistant

OPEN TO: ALL INTERESTED CANDIDATES

GRADE LEVEL: FSN-8, FP-06* (FULL PERFORMANCE LEVEL)

WORK HOURS: Full Time, 40 hours per week

POSITION TYPE: PERMANENT

OFFICE LOCATION: Information Systems Center

OPENING DATE: Immediate

DEADLINE: May 27, 2014 at 6 P.M. Kyiv Time

**FP-06 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:

The position is located in the Information Systems Center and directly reports to the Computer Management Specialist (CMS). The CMA is one of four local IT professionals who share responsibility for the administration of Post's Unclassified/Sensitive But Unclassified (SBU) network consisting of 25 servers and over 446 workstations in three separate physical locations, providing technical and customer support for the system including systems analysis, system administration and application support, IT security, programming applications, and resource management for our Local Area Network and Wide Area Network (LAN/WAN) systems in compliance with all State Department guidelines, regulations and policies.

MAJOR DUTIES AND RESPONSIBILITIES:

System Administration and Application Support

50%

Incumbent is responsible for ensuring smooth and constant systems performance in the day-to-day system administration. This includes evaluating work procedures/processes, customer requests, and IRM goals to develop/design proper solutions for the system to function efficiently while providing a user-friendly environment. Incumbent monitors software and hardware usage patterns and modifies system configurations accordingly.

Operations, Installation, Modification and Maintenance:

- Incumbent is responsible for the day-to-day operations necessary to keep the system running.
- Incumbent manages, troubleshoots, and solves problems related to the LAN/WAN, which includes 18 SBU servers, 7 Public Affairs servers and over 446 workstations located in 3 separate buildings comprising a WAN network by operating, installing, modifying and maintaining all system hardware, software, and access rights.
- On a rotational basis, the incumbent manages system backup strategies and schedules to protect post SBU data.

Consular Affairs and Information Resource Center (IRC): The CMA manages, troubleshoots, and solves complex technical issues on a network system that significantly differs from the baseline SBU OpenNet+ system.

End User Support:

- Incumbent ensures that assigned IRM Helpdesk/eServices tickets are completed in accordance with Post's ICASS standards.
- Incumbent provides support function, user training, and entry level troubleshooting at Post.

System Security and Access Controls:

- Incumbent is responsible for the control of system passwords, user access to files and folders located in all servers. System patch management and Antivirus program is a critical component of post's security health which the incumbent is responsible, on a rotational basis, to maintain a minimum patch and antivirus score of 98%.

Systems Analysis

15%

- Incumbent is responsible for analyzing post network systems by evaluating operating systems, application software, and utilities with respect to hardware currently in use for potential growth and upgrades. This involves evaluating programs to LAN/WAN capabilities with a goal to maximize system usage.
- Incumbent manages computer-related resources for maximum cost effectiveness and productivity.
- In addition, incumbent is responsible to analyze network for any network vulnerability. CMA provides detailed analyses reports to CMS and the Information Systems Officer (ISO).

Intranet/SharePoint, Developing/modifying customized/existing Web Based Application Resource Management and Mobile Computing Device Configuration

15%

- Maintains U.S Embassy Kyiv Intranet/SharePoint site.
- Assists Users and train users to update content on SharePoint and keep section sites updated.
- Coordinates and collaborate with Embassy community to ensure SharePoint site's dynamic content is relevant and up-to-date.
- Develops/modifies customized/existing web based application in order to improve, streamline and automate office processes.
- Configures Blackberry Client, RSA Token for DoS Extranet.
- Prepares Laptop, Ipads and notepads for events that require mobile computing resources.

Inventory, Documentation & Procurement

10%

- The CMA develops, edits, upkeeps an inventory of all IT software at post by tracking application serial numbers, software documentation and the physical location of the software media.
- Incumbent is responsible for ensuring that all work space ISC areas are maintained in a clean and professional manner at all times. All server-side equipment must be labelled properly.
- Incumbent assists in the development of Standard Operating Procedures (SOPs) in all system administration.

- CMA creates, updates, and maintains network diagrams and network support documents of post's system network.
- In close coordination with the Procurement Office and with approval of the ISO, assists with the procurement and installation of all Unclassified LAN/WAN hardware and software.

Other Duties as assigned

10%

REQUIRED QUALIFICATIONS:

EDUCATION:

Bachelor degree in Information Technology/Computer Science or other related field is required.

PRIOR WORK EXPERIENCE:

Three years of progressive responsibility experience in administrating and operating computer network systems. Experience in network administration, engineering, programming, planning installations and maintenance of computer equipment is required.

POST ENTRY 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:

Must have detailed understanding of technical operations at post as required by the State Department and an understanding of post organizational structure, building locations, and different sections to assure the continued effective operations of post's computer network. Computer networking and programming required.

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 May 27, 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 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)