



VACANCY ANNOUNCEMENT

U.S. Embassy, Montevideo

Vacancy No. 19/2011

October 31, 2011

TO: All Interested Candidates / All sources

FROM: Management Officer – S. Bruce Stewart

SUBJECT: VACANCY ANNOUNCEMENT – **ISC Helpdesk Assistant**

NOTE: All applicants who are not the Family Members of USG employees officially assigned to post and Under Chief of Mission Authority must have the required residency permit to be eligible for consideration.

POSITION: **ISC Helpdesk Assistant**

OPENING DATE: October 31, 2011

CLOSING DATE: **November 14, 2011**

WORK HOURS: Full time / 40 hours per week.

SALARY: Ordinarily resident (OR): FSN-07
Non-ordinarily resident (NOR): FP-7

The FP grade will be confirmed by Washington. Budget constraints do not allow post to honor highest previous rate (HPR) requests. Hiring offers will be made at the step 1 level. EFM's who are currently employed at post and who have applied for another position within the Mission will be considered for HPR pending review of qualifications by the Bureau.

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

The U.S. Embassy in Montevideo is seeking an individual for the position of ISC Helpdesk Assistant in the Management Section.

BASIC FUNCTION OF THE POSITION

The incumbent will be the first point of contact providing ISC support to ICASS customers throughout the Embassy; will monitor and manage the eServices requests, receive requests and contact customers via phone, and provide the first level of troubleshooting for all hardware, software, and training requests submitted to ISC; will participate in operational duties, including systems maintenance, administration, account/move/change processing, and backup/restore functions and will be also responsible for configuring servers, computers, and network devices according to DoS security standards.

QUALIFICATIONS REQUIRED

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each criterion.

1. **Education:** Must have obtained an Associate's degree (or local equivalent) in a technical field and have one or more industry certifications in IT product lines (e.g. Microsoft MCSA/MCSE, A, Net, Security, INet, Server).
2. **Prior work experience:** Must have a minimum of 2 years of documented work experience with computing and networking technology.
3. **Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):** Must be proficient to level III/III (good working knowledge) in both English and Spanish. Must be able to write clearly in English to respond to customer service requests. This will be tested.
4. **Job Knowledge:** Should be familiar with the following software: MS Office Suite 2007, especially Outlook; MS networking systems and Active Directory; should have a layman's understanding of MS Sharepoint; must understand computer/server components, basic data backup strategies, and troubleshooting techniques; must understand network principles, especially TCP/IP networking, switch configuration and troubleshooting.
5. **Skills and abilities:** Should have demonstrated a strong troubleshooting ability, excellent customer service skills, and adeptness in working with computer equipment. Must be organized and manage own work tasks, appropriately prioritizing tasks according to customer and productivity impacts.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically 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. 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;
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment;
5. 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 candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS – 174); **or**
2. A current resume or curriculum vitae that provide the same information found on the UAE; **or**
3. A combination of both; i.e. Sections 1 – 24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Statement expressing whether or not the candidate is willing to accept or is seeking a job-share arrangement, to include preferred, minimum and maximum number of work hours.
6. Any other documentation (e.g. essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

If an applicant is submitting a resume or curriculum vitae, s/he must provide information equivalent to what is found on the UAE form. **Failure to include at least the following information will result in an incomplete application:**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (of known)
- D. Dates Available for Work
- E. First, Middle & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership & Recognition
- R. Language Skills
- S. Work Experience
- T. References

SUBMIT APPLICATION TO

Human Resources Office
 Vacancy Announcement 19/2011
 Lauro Muller 1776; or
 jobsMVD@state.gov; or
 Fax to 1770 2128

DEFINITIONS

1. **Eligible Family Member (EFM)**: An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;

- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

2. **US Citizen Eligible Family Member (USEFM)** – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 - I. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 - II. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a US citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)** : An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,

- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: November 14, 2011

The US Mission in Uruguay 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: IMO: GLIDDLE
APPROVED: MO: SBSTEWART
