

EMPLOYMENT OPPORTUNITY
ANNOUNCEMENT NUMBER: HNALL 11/16

OPEN TO: All Interested Candidates
POSITION: **Computer Operator (LAN), FSN-8; FP-6***
OPENING DATE: March 14, 2011
CLOSING DATE: March 28, 2011
WORK HOURS: Full-time, 40 hours/week
ANNUAL SALARY: *Not-Ordinarily Resident (holding diplomatic passport): US\$44,737 (Starting salary)
(Position Grade: FP-6 will be confirmed by CDC Headquarters)
*Ordinarily Resident: US\$10,459 (Starting salary)
(Position Grade: FSN-8)
LENGTH OF HIRE: Long term. Actual filling of the position is contingent upon the availability of funds.

The Embassy of the United States of America in Hanoi is seeking an individual for employment for the position of Computer Operator (LAN) in its Centers for Disease Control and Prevention (CDC).

BASIC FUNCTIONS OF THE POSITION

Incumbent of this position will be responsible for assuring the daily operation and maintenance of all CDC workstations, peripherals and application software. The helpdesk is the main customer service interface for reporting problems/issues and the incumbent will be expected to resolve customer tickets in a timely manner. This includes user assistance and training, support of Windows base servers and desktop PCs, software installations and troubleshooting, applications support and development, management of network devices and telecommunications. The incumbent will operate as the main day-to-day support provider of the CDC Vietnam local-area-network (LAN) system located at the CDC offices in Hanoi, Vietnam; receive general as well as technical guidance from Information Management Specialist and responsible for day-to-day management and operation of networks system including Windows 2003 and 2008 servers, MS Exchange 2003, Share Point 2007, Windows XP, Cisco network devices and telecommunication equipments. The incumbent will maintain the CDC Program, Vietnam office's computer system and ensure its efficient operation; provide full technical support for network operations, security, workstations, hardware and software; ensure proper installation and configuration of all computers and devices on the network and use of computer software.

Please contact the Human Resources Office at 3850-5000 X5127 for further inquiries.

QUALIFICATION REQUIREMENTS

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

(1) Bachelor degree in Computer Science/Programming or Engineering is required. (2) A minimum of three years experience in network and computer support is required. (3) Must have good knowledge of local hardware and software technologies vis-à-vis the capabilities; knowledge in systems analysis and fault resolution techniques; thorough knowledge of Windows Server 2003 (or later) network operating system and Windows XP (or Window 7) for workstations. Must have a specifically knowledge about local network and service providers, Cisco switches and Windows Server 2003, 2008, webpage design, SharePoint Server 2007, Microsoft Office, including Microsoft Access and local Vietnamese software . (4) Must have good technical skills to troubleshoot diagnose and solve hardware and software problems; ability to provide instruction to fellow CDC staff at a non-technical level; skills to perform simple repairs on computer servers and PCs. (5) Must have ability to support the day-to-day operations of the CDC computer systems, including network equipment such as routers, firewalls, Windows Server network file and printer servers, Exchange Mail system and Internet Web servers, ensure security of data and protection from computer viruses, provide support for both local and remote workstations accessing the LAN ; ability to provide general computer usage advice based on a good knowledge of the main computer software used at CDC is required. (6) Level 3 (Good working knowledge) Speaking/Reading/Writing English is required (this will be tested). Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.

You may download the application form at http://vietnam.usembassy.gov/job_opportunities.html#appforms. Paper copies are also available from the security guard main gate at the U.S. Embassy, 7 Lang Ha Street, Hanoi between the hours of 8:00 A.M. - 5:00 P.M., Monday through Friday.

ADDITIONAL SELECTION CRITERIA

Please see post eligibility & qualification requirements on the bulletin board in Human Resources Office or on the Embassy website.

SUBMIT APPLICATION TO

Human Resources Office
U.S. Embassy Hanoi
No. 7 Lang Ha, Dong Da, Hanoi
Tel. 84-4-3850-5000
FAX: 84-4-3850-5019

CLOSING DATE FOR THIS POSITION: MARCH 28, 2011

(All applications must be received by the closing date to receive consideration. Only short listed applicants will be contacted for interviews. If you do not hear from us within 4 weeks from the closing date, your application was not successful.)