

EMPLOYMENT OPPORTUNITY
ANNOUNCEMENT NUMBER: HNEFM 11/11

- OPEN TO:** U.S. Citizen Eligible Family Members (USEFMs), Eligible Family Members (EFMs) and Members of Household (MOH) – All Agencies
- POSITION:** **Computer Operator (LAN), FP-07***
(*Position Grade FP-07 will be confirmed by Washington)
- OPENING DATE:** August 24, 2011
- CLOSING DATE:** September 7, 2011
- WORK HOURS:** Full-time, 40 hours/week
- LENGTH OF HIRE:** Long term. Actual filling of the position is contingent upon the availability of funds
- ANNUAL SALARY:** **US\$39,994.00** (Starting salary for a 40-hour work week) - applicable to:
- US Citizen EFM; and
 - At least 18 years old; and
 - Listed on travel orders of direct hire Foreign Service, Civil service, or uniformed service members under Chief of Mission authority; and
 - Residing at the sponsoring employee's or uniformed service member's post of assignment abroad; and
 - Does not receive a Foreign Service or Civil service annuity.
- US\$34,324.00** (Starting salary for a 40-hour work week) - applicable to:
- Non-US Citizen EFM, MOH with SSN number; or
 - US Citizen EFM of Agencies or Offices, or uniformed service members **NOT** under Chief of Mission authority; or
 - US Citizen EFM who receives a USG retirement annuity or pension from a career in the US Foreign Service or Civil Service; or
 - EFM hired under PSA mechanism; and
 - Residing at the sponsoring employee's or uniformed service member's post of assignment abroad.

The Embassy of the United States of America in Hanoi is seeking an individual for employment for the Computer Operator (LAN) position in its Information Resources Management (IRM) Office.

NOTE: ALL APPLICANTS WHO ARE NOT FAMILY MEMBERS OF U.S. GOVERNMENT AGENCIES OR OFFICES UNDER/NOT UNDER CHIEF OF MISSION'S AUTHORITY MUST HAVE REQUIRED WORK AND RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

BASIC FUNCTIONS OF THE POSITION

The Computer Operator (LAN) has daily responsibility to assist in the support of client workstations and related equipment. S/he provides help-desk support and assists in user training in all computer software and systems applications for both American and locally-employed staff. The incumbent also responds to queries from Hanoi user community and Ho Chi Minh City Consulate IRM staff. S/he acts as the IRM HelpDesk first point of contact for all clients' computer and software application queries.

Please contact the Human Resources Office at 3850-5000 X5102 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) College or University studies required; **(2)** Must have at least two years of progressively responsible experience in teaching or helpdesk environment; **(3)** Must have a solid knowledge in Microsoft operating systems including Windows XP workstations. Experience in the Microsoft Office 2007 suite is required; **(4)** Must be able to perform limited hardware and

software setup, as well as perform routine preventive maintenance; (5) Must be able to obtain and hold a Top Secret (TS) security clearance; (6) Level 4 (Fluent) Speaking/Reading/Writing English 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: September 7, 2011

(All applications must be received by the closing date to receive consideration. Please wait to hear from us within 4 weeks from the closing date.)