



American Embassy

Subdivision 694/Stand 100,
Kabulonga District, Ibex Hill Road
P.O Box 31617, Lusaka District, 10101, Zambia

COMPUTER MANAGEMENT ASSISTANT (TWO POSITIONS)

OPEN TO:	All Interested Candidates
POSITION:	Computer Management Assistant, FSN- 9; FP-5*
ANNOUNCEMENT NUMBER:	18/15
OPENING DATE:	March 31, 2015
CLOSING DATE:	April 14, 2015
WORK HOURS:	Full-time; 40 hours/week
SALARY:	Ordinarily Resident (OR): ZK 146, 075.11 p.a. (Starting salary) (Position Grade: FSN- 9); *Not-Ordinarily Resident (NOR): \$ 50, 883.00 USD p.a. (Starting salary determined by Washington) (Position Grade: FP-5)

The U.S. Embassy in Lusaka is seeking to hire two individuals for the Computer Management Assistant positions in the Mission's Information Management Office.

BASIC FUNCTION OF POSITION

As a member of the Information Systems Center (ISC) team, the Computer Management Assistant (CMA) shares responsibility in the , administration, operation and maintenance of post's Sensitive But Unclassified (SBU) Local Area Network (LAN), Dedicated Internet Network (DIN), wireless tail circuits, telephone systems, mobile communication devices, portable communications devices, Audio Visual (AV) systems, radio systems, Automated Digital Processing (ADP) input/output devices, and all systems' associated hardware and software. The incumbent provides expert technical support to diplomats, including the management of a local Blackberry Enterprise Server (BES), Blackberry mobile devices, laptops, notebooks, satellite telephones, and cellular telephones. The CMA provides expert technical support to the Consular section and must be able to install, configure, and maintain proprietary Consular Affairs (CA) applications and CA hardware components. The CMA provides on-the-spot expert technical assistance to Embassy AV users. S/He is also responsible for handheld and mobile radio sets.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. To request a copy of the position description, send an email to HR_Lusaka@state.gov.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

SELECTION PROCESS

1. A Bachelor's degree in Computer Science, Computer Technology, Information Science, Computer Engineering, Mathematics, Electrical Engineering or Business Administration is required.
2. At least three years of progressively responsible network administration experience in a Microsoft Windows 2003 or 2008 server environment and Exchange 2010 mail server is required.
3. Level IV Fluent English is required. Language proficiency will be tested.
4. Knowledge of Local Area Network (LAN) and Wide Area Network (WAN) architecture, Internet Protocol (IP) routing strategies, electronics theory, and computer processing theory is required.
5. Ability to troubleshoot complex technical problems in a high-stress environment and exceptional customer service skills are required. Ability to succinctly describe and explain complex technical issues to both lay and technical audiences is required.
6. A valid class B driver's license is required.

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 U.S. 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.
6. The candidate must be able to obtain and hold a Background Security Certification.

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 provides 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. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:

The Human Resources Office
American Embassy
Subdivision 694/Stand 100, Ibex Hill Road, Lusaka District,
P.O. Box 31617, Lusaka.

HR_Lusaka@state.gov (Emailed applications preferred, but not required.)

POINT OF CONTACT

Email: HR_Lusaka@state.gov

CLOSING DATE FOR THIS POSITION: APRIL 14, 2015

The U.S. Mission in Lusaka 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.

DEFINITIONS

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:
 - Spouse or same-sex domestic partner (as defined in 3 FAM 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. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen;
- EFM (see above) at least 18 years old;
- 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:
 1. 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
 2. 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 U.S. 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;
- Not on the travel orders of the sponsoring employee;
- 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 U.S. Citizen.

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

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

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

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. 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 U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Only short listed candidates will be contacted.