



# American Embassy

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

## INFORMATION MANAGEMENT ASSISTANT

**OPEN TO:** U.S. Citizen Eligible Family Members (USEFMs) - All Agencies

**POSITION:** Information Management Assistant; FP-08\*

**OPENING DATE:** December 13, 2011

**CLOSING DATE:** December 27, 2011

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** \*Not-Ordinarily Resident (NOR): \$35,753.00 USD p.a. (Starting salary) (Position Grade: FP-8)

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

The U.S. Embassy in Lusaka invites applications from suitably qualified and experienced individuals to fill the position of Information Management Assistant in the Mission's Information Resource Management Office.

### BASIC FUNCTION OF POSITION

The incumbent provides a full range of administrative support to Information Resource Management (IRM). Duties include, but are not limited to: computer and peripheral device repair, systems administration, basic telephone repair and programming, courier pouch dispatch and receiving, supervision of the mailroom and Diplomatic Post Office (DPO), inventory responsibilities, and other tasks as directed by the Information Management Officer (IMO) or the Management Officer (MO).

Carry out routine computer/systems administration tasks on OpenNet and ClassNet systems; Maintain all IPC/CAA-related related inventories including radio, NEPA, WPAS, and E-score; Act as couriers escort for all incoming and outgoing controlled pouch shipments, including the collection, distribution and proper documentation of controlled pouch parcels and flat mail; Supervise three mailroom personnel, answers more difficult DPO or diplomatic pouch questions from customers; Perform routine telephone PABX maintenance and programming; Act as primary SMART administrator, primary Local Registration Authority (LRA), and alternate Information Systems Security Officer (ISSO).

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact telephone number 357000 extension numbers 7153, 7286, or 7049.

### QUALIFICATIONS REQUIRED

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

1. Successful completion of senior secondary/high school is required.
2. At least two years of computer related technical experience or training is required.

*An Equal Opportunity Employer*

3. Level IV Fluent English is required.
4. Knowledge of Windows XP operating system and the Microsoft Office suite of application are required.
5. Ability to apply systematic troubleshooting techniques to computer and telephone related problems is required.
6. Ability to lift 50 pounds unassisted and obtain top secret clearance is required.

## **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 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](mailto:HR_Lusaka@state.gov) (Emailed applications preferred, but not required.)

## **POINT OF CONTACT**

Telephone: 357-000 extension numbers 7153, 7284, or 7049.

**CLOSING DATE FOR THIS POSITION: December 27, 2011**

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; 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:
  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; 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, 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.

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 U.S. 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 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.*