

* * * * *

UNITED STATES MISSION-BOGOTA
VACANCY ANNOUNCEMENT

* * * * *

No. 069 - 2017

October 2, 2017

OPEN TO: All Interested Candidates
POSITION: USAID Computer Management Assistant (0011857B2)
OPENING DATE: Monday, September 18, 2017
CLOSING DATE: Monday, October 9, 2017
WORK HOURS: Full time; 40 hours/week
SALARY: FSN/PSC – 9 Col. \$65,767,141.00 – Col. Ps. \$108,515,773.00

Final salary determination based on incumbent documented salary history, not to exceed the maximum amount established in this advertisement.

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

Please pay special attention to the “Language Testing Procedures” portion (5th, 6th pages) since Applicants must attach language test results to the application in order to be considered.

TO APPLY

- If you meet all the minimum requirements for this position, please complete and submit a Foreign National Employment application form (DS-174) no later than the closing date at 4:00 p.m. Eastern Standard Time.

All candidates interested in this vacancy **MUST** use the form DS-174 to apply. Note that no other type of application for employment forms will be accepted.

Please follow [this link](#) to open the DS-174 form. The job announcement and application form may also be found on the website under “How to apply” and “application forms”.

<https://co.usembassy.gov/embassy/jobs-at-the-embassy/>

- Once the DS 174 form is filled out please send it via email to BogotaHR@usaid.gov
- Applications can also be delivered directly to the U.S. Embassy (as instructed below). **Please note:** the Embassy does not use representatives on its behalf during the recruitment process, nor do we charge any fees. Please contact the HR Office immediately if you are contacted by a third party and/or asked to pay a fee.

SUBMIT APPLICATION TO:

American Embassy
c/o **USAID** Human Resources Section
Carrera 45 No. 24B-27 (Post 2)
Bogota, Colombia

APPLICATIONS WILL NOT BE RETURNED. APPLICANTS SHOULD KEEP A COPY FOR THEIR FILES TO APPLY FOR UPCOMING VACANCIES.

APPLICANTS WHO ARE NOT SELECTED FOR INTERVIEWS WILL NOT BE CONTACTED.

PROFILE OF THE POSITION

The U.S. Agency for International Development, USAID, is seeking an individual for the position of USAID Computer Management Assistant in the Executive Office - EXO.

BASIC FUNCTION OF POSITION

Within the Executive Office, the Information Technology (IT) Division is responsible for providing data and telecommunication services for USAID/Bogota.

The primary function of the Information Technology team is to ensure highest availability status of the systems and network infrastructure, and ensure most efficient customer service delivery and support. The incumbent reports to the Computer Management Specialist and may receive technical guidance from USAID/M/CIO. The incumbent shall serve as the second principal person responsible for the overall operation of the Mission IT systems and telecommunications. H/she will serve as the second systems and network administrator of the Mission and will be responsible for the operation, management and maintenance of mission servers, messaging, Internet links including mission and residential Internet, approved wireless networks, telecommunications hardware, video teleconferencing equipment, and end user support.

Assume the Computer Management Specialist's responsibilities during h/her absence.

MAJOR DUTIES AND RESPONSIBILITIES

As an USAID employee, the incumbent carries responsibility to understand and incorporate the Agency's core values in all aspects of his/her work. These core values are: 1. Passion for Mission, 2. Excellence, 3. Integrity, 4. Respect, 5. Empowerment, 6. Inclusion, and 7. Commitment to Learning.

Under the direct supervision of Computer Management Specialist, the incumbent shall serve as the Computer Management Assistant with responsibilities and duties that include, but are not limited, to the following functions:

A. User / applications support and training

40%

Brief and update Mission users upon entry and continuously as needed on USAID IT regulations and policies, in-house services, improvements including available new technologies.

Provide support on USAID corporate applications (ASIST, e2, GLAAS, SharePoint, Websites, FACTS, etc.) and other approved applications and software packages. Coordinate troubleshooting and support with M/CIO teams when necessary.

Responsible for setup (including imaging) of Windows and Apple desktops and laptops, provision mobile devices, setup radios, etc.

Ensure IT equipment that is assigned to incoming Mission users, including desktops, laptops, mobile devices, SBC tokens, radios, etc. is ready and operational upon their arrival to post.

Manage creation, disabling and transfer of Mission users accounts (Active Directory, Google Apps) as they arrive or depart post.

Prepare audio-visual equipment for presentations and setup video teleconferencing equipment as needed.

Assist with designing training material a/o provide training to Mission users on the use of IT equipment (Desktops, Laptops, iPhones, iPads, Blackberries, etc.).

Provide support and training on Agency corporate applications and approved software packages.

Assist Computer Management Specialist with managing and tracking all USAID IT equipment continuously. Maintain and repair IT equipment as needed. Liaise with vendors as necessary.

B. LAN and WAN Operation and Management - 35%

Assist the Computer Management Specialist with the operation and maintenance of system and network infrastructure and ensure high availability status of all components including Ms Windows servers (Domain controllers, file and print servers, corporate applications servers, storage servers, etc.), Google Apps/messaging, remote access/SBC environment, mobile devices (iPhones/iPads, Android phones and Blackberries), radios, approved wireless links, VDI, Windows and Apple desktop and laptops, printing devices, telecommunications and security devices and Voice/VOIP/Telephones and video teleconferencing services.

C. IT Security and Contingency planning/Compliance - 15%

Assist the Computer Management Specialist with preparing and updating Mission standard policies, guidelines and procedures pertaining to the Management of Information Resources (ADS 541, 545, 548, NIST, etc.). This includes Mission orders, Mission notices and relevant information technology guidelines relation to Information Systems operations. Update and enforce System Security and Contingency plans.

Assist Computer Management Specialist with implementation and testing of Disaster Recovery and Business Continuity Planning procedures. Ensure Mission data is safeguarded and prevent accidental loss of data.

Assist with immediately correcting vulnerabilities reported in ISSO scanning reports to ensure best security/grading results for the Mission.

Provide Information System Security Awareness Orientation training/refresher to Mission users as instructed

D. IT Property, Procurement and Maintenance services 10%

Update, upgrade and maintain USAID Bogota's hardware and software in compliance with Agency's standards requirements and regulations, as directed by the Computer Management Specialist.

Maintain and repair all IT equipment in-house a/o coordinate with vendors as necessary. Maintain up-to-date IT equipment inventory.

Activate or deactivate cellular and Residential Internet services for Mission users upon arrival and departure to/from post. Coordinate with service providers.

Assist Computer Management Specialist with management and tracking of all USAID IT equipment, management of mission assigned equipment to enforce accountability, and verify annual inventories of all IT equipment.

The incumbent is responsible for the maintenance and repair of all IT equipment whether in-house or through a service contract mechanism.

Critical maintenance on the network is usually performed after-hours to ensure continuity of Mission Operations; therefore, incumbent is required to work on weekends and after hours as needed.

REQUIRED QUALIFICATIONS

Note: Candidates who do not meet these required qualifications will not be considered.

Education: Two years of post-secondary study at college or university in Computer Science, Information Systems Management, Engineering or equivalent is required.

Prior Work Experience: Minimum 3 years of experience in Systems Administration, Networks, Telecommunications, Hardware, Software, Maintenance, Helpdesk, and Outsource services. Experience with platforms such Windows, Mac, Cloud based computing, Creative Cloud Suite, Web, SQL, Oracle, and Project Management.

Language Proficiency: *(List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):* Level IV (fluent) English ability is required and level IV (fluent) Spanish ability is required.

**** All applicants must attach a copy of valid language test results in the non-primary language (English and/or Spanish) to the application of employment to be eligible for consideration.**

Knowledge The incumbent must have comprehensive and expert knowledge of latest high technical hardware and software installations; operating systems and applications; operations management; telecommunications; advanced systems analysis and design techniques; management advisory services applied to third party staff. Extensive knowledge of the principles, techniques, and methodologies involving computer systems analysis, programming, operations, and related telecommunications features.

The incumbent must have full knowledge of Washington System regulations relative not only to computer equipment and their use, but to software and hardware in general. These policies include equipment disposal procedures, software development and implementation, hardware modifications and purchase, virus and malicious activities prevention and correction, security procedures for TDYs and new employees accessing USAID system, security policies relative to loan and equipment configurations, as well as relative to the enrolling for maintenance and technical support contractors.

In addition, the incumbent must have excellent technical and administrative skills to effectively supervise and coordinating support services of vendor representatives and contractors. Incumbent must have exceptional interpersonal skills to achieve user acceptance of findings, recommendations, and decisions pertinent to computer systems management and support.

Skills and Abilities: Ability to support multiple hardware platforms and generations of hardware from many vendors; Efficiency of service and support due to consistent interfaces to different hardware platforms; Portability of applications, data, and personnel among different hardware, and software systems; Inter-operability of applications and systems; Independence from a particular hardware or software environment or reliance on a particular supplier; and Capability to integrate applications, information, and systems from different sources into a cohesive, productive environment

POST-ENTRY QUALIFICATIONS (ACQUIRED AFTER EMPLOYMENT)

Post Entry Training: On-the job training plan designed by the supervisor for rapid familiarization with USAID's system usage for E2, GLAAS, ARIBA and Google Apps.

POSITION ELEMENTS

Supervision Received: Immediate supervisor is the Computer Management Specialist. The supervisor establishes basic parameters of work and determines priorities. Assignments are made orally and in writing. Routine/recurring work is reviewed on a periodic basis, while task-oriented work is reviewed as completed.

Supervision Exercised: Continuing supervision of USAID staff is not contemplated, but can be assigned as acting Computer Management Specialist in the Computer Management Specialist' absence and when dealing with vendors and contractors for outsourced.

Available Guidelines: Instructions and guides from hardware manufactures and software applications. Policies and guidelines in specific ADP issues produced from time to time by USAID. ADS 541, 545, 548 and NIST.

Exercise of Judgment: Judgment is required to maintain the computer system at maximum capability and to devise the most effective way to develop and implement new computer applications. Judgment is required in the analysis of hardware and software requirements, in determining which procedures are suitable for automation, and providing advice and assistance to users, etc. Independent judgment is also required to balance equipment needs against competing priorities.

Authority to Make Commitments: Based on sound knowledge of local software applications and hardware, the incumbent has the authority to make commitments with users for the repair of hardware and the interruption of system use. Recommends procurement or replacement of supplies, software, peripherals, and hardware, and participates in scheduling new equipment/software installation and downtime. The Job Holder is not authorized to commit the USG to the expenditure of funds.

Nature, Level and Purpose of Contacts: Contacts are with Mission personnel to explain computer system capabilities, needs and limitations or for special projects development. Moreover, incumbent contacts third party technical contractors that provide outsourcing services such as engineering enhancements, technical support and maintenance, and systems development for the Mission.

Time Required to Perform Full Range of Duties: One year.

SELECTION CRITERIA

40 points: Demonstrated progressively responsible experience in Systems Administration.

Candidate must have comprehensive and expert knowledge of latest high technical hardware and software installations; operating systems and applications; operations management; telecommunications; advanced systems analysis and design techniques; management advisory services applied to third party staff. Extensive knowledge of the principles, techniques, and methodologies involving computer systems analysis, programming, operations, and related telecommunications features.

35 points: Interpersonal and organizational skills. Must possess strong communication and interpersonal skills. Ability to support multiple hardware platforms and generations of hardware from many vendors; Efficiency of service and support due to consistent interfaces to different hardware platforms; Portability of applications, data, and personnel among different hardware, and software systems; Inter-operability of applications and systems; Independence from a particular hardware or software environment or reliance on a particular supplier; and Capability to integrate applications, information, and systems from different sources into a cohesive, productive environment

15 points: Strong technical education background, including possession of two years of post-secondary study at college or university in Computer Science, Information Systems Management, Engineering or equivalent is required.

10 points: Evidence of strong English/Spanish writing and oral skills.

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.

****LANGUAGE REQUIREMENT**

Primary Language: In order to meet the language requirement, all applicants MUST indicate in their application or in a cover letter their primary or native language. A language test will not be required in the applicant's native language unless requested by the selecting office.

Secondary Language(s): When two or more language requirements are stated in the Vacancy Announcement, language tests are required for those languages that the applicant does not identify as the primary, first-spoken, or native language. If an applicant claims fluency in multiple languages, the applicant must identify ONE and only ONE language as primary, first-spoken or native. ALL applicants are required to prove proficiency in any other language listed in the Vacancy Announcement that is not indicated by the applicant as the primary language.

LANGUAGE TESTING PROCEDURES

Most of the positions at the U.S. Embassy require specific levels of both Spanish and or English. All applicants seeking a Mission Colombia local position must attach copy of a valid language test results in the non-primary language (English and/or Spanish) to the application of employment (DS-174 form) to be eligible for consideration.

The application form with the test result(s) must be submitted before the job announcement's closing date; otherwise the application will be deemed "not eligible".

For recruitment purposes the United States Mission Colombia will only accept the language tests as follows:

English:

Test administered by AVANTI Language School SAS, the Foreign Service Institute (FSI) and other Official U.S. Government Language testing institutes.

Spanish:

Test administered by AVANTI Language School SAS, the Foreign Service Institute (FSI) and other Official U.S. Government Language testing institutes.

Language test results are valid for one year.

If applicants do not have a valid language score from one of the above mentioned Language Institutes, they may contact the following Institute to be tested in English and/or Spanish as required:

Avanti Language School: Carrera 21 # 87 – 24 Polo Club, Bogota, Colombia. Applicants must request a language test by writing to academic@avantilanguageschool.com - For further information please contact PBX: 634-6637 or mobile 321-463-6470. Cost of language test is the applicant's responsibility.

****Failure to include the required language testing scores will result in the applicant being deemed ineligible for the position.**

*****APPLICATIONS MUST BE RECEIVED IN THE HUMAN RESOURCES SECTION OF THE US AGENCY FOR INTERNATIONAL DEVELOPMENT BY MONDAY, OCTOBER 9, 2017 NOT LATER THAN 4:00 p.m. EASTERN STANDARD TIME.*****

The US Mission in Colombia is an Equal Opportunity Employer. Candidates will receive consideration without regard to race, color, religion, sex, national origin, disability, age, or sexual orientation.

USAID handles its own recruitment processes.

For any questions in regard to this recruitment process please contact USAID Bogota office directly.