Vacancy Announcement – 2018 - 057

U.S. Mission American Embassy - Amman

Announcement Number: Amman-2018-057

Position Title: Computer Management Assistant

Opening Period: June 27, 2018 – July 11, 2018

Series/Grade: LE-1801/ FSN-09

Basic Annual Salary: (JOD) 15,051

For More Info: Human Resources Office

E-mail Address: ammanemployment@state.gov

Who May Apply: All Interested Applicants / All Sources

Security Clearance Required: Local Security Certification

Duration Appointment: Indefinite subject to successful completion of probationary period

Marketing Statement: We encourage you to read and understand the <u>Eight (8) Qualities of Overseas Employees</u> before you apply.

Summary: The U.S. Mission in Amman is seeking eligible and qualified applicants for the position of Computer Management Assistant.

The work schedule for this position is:

• Full Time (40 hours per week)

Start date: Candidate must be able to begin working within a reasonable period of time (30 days) of receipt of agency authorization and/or clearances/certifications or their candidacy may end.

Supervisory Position: No

Duties: The incumbent administers day to day network operations of the Information Systems Center (ISC) which encompasses Local Area Network (LAN) and Wide Area Network (WAN) operations, data communications, computer operations, system analysis, design, development and installation of computer hardware and software. Executes and /or assists the Computer Management Specialist in implementing Department of State security standards and procedures for all LAN/WAN services, to include: Servers installation and maintenance, Network designing; Data integrity by performing daily, weekly, and monthly security and backup procedures configures client and provides clients training and customer support and other computer operation functions.

This position acts as the deputy to the Computer Management Specialist, and should be qualified and prepared to step into that role at any moment, whether for a few hours or during prolonged absences of leave or training.

Qualifications and Evaluations

Education: Completion of University Degree in Computer Science, Computer Engineering, or Information Technology degree is required.

<u>Supporting documents (i.e. education certificate) must be included in the application for eligibility purposes.</u>

يجب إرفاق شهادة الدراسة المطلوبة مع طلب التوظيف حتى يتم اخضاع الطلب للتدقيق

Requirements:

EXPERIENCE: At least five years of work experience of progressively greater responsibility where emphasis is on analytical, judgmental and expository abilities with respect to the operations, management and utilization of computer systems is required.

JOB KNOWLEDGE: An extensive knowledge of Microsoft Windows Operating Systems, MS Exchange, and substantial knowledge of telecommunication including installation and troubleshooting various telecommunication equipment and very good working knowledge of Windows based application. Thorough knowledge of network devices and systems administration. Solid knowledge of computer hardware and its preventive maintenance. Good knowledge of Information Systems Security practices. Good knowledge of test and diagnosis tools for IT equipment is required.

Evaluations:

LANGUAGE: Level 4 (Fluent) Speaking/Reading/Writing of English is required. Level 4 (Fluent) Speaking/Reading/Writing of Arabic is required. English proficiency will be tested

SKILLS AND ABILITIES: Strong analytical and problem solving skills. Very good technical skill to troubleshoot, diagnose and resolve hardware and software problems. Excellent interpersonal, customer service and teaching skills. Ability to make rational decisions based upon thorough analysis of complex situations. Ability to conceptualize, plan, prioritize and implement programs. Ability to translate complex situations into simple terms and communicate to non-technical individuals. Ability to communicate and work effectively with peers, subordinates and superiors. Ability to make effective use of time and USG resources.

Qualifications: All applicants under consideration will be required to pass medical and security certifications.

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Mission 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.

Benefits: Locally Employed Staff, including Members of Household (MOHs), and Third-Country Nationals (TCNs), working at the U.S. Mission in (insert post and/or country name) may receive a compensation package that may include health, separation, and other benefits.

For EFMs, benefits should be discussed with the Human Resources Office.

The pay plan is assigned at the time of the conditional offer letter by the HR Office.

Other information:

HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
- (2) AEFM / USEFM
- (3) FS on LWOP and CS with reemployment rights **

* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of their most recent DD-214 ("Certificate of Release or Discharge from Active Duty"), equivalent documentation, or certification. A "certification" is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions within 120 days after the certification is submitted by the applicant. The certification letter should be on letterhead of the appropriate military branch of the service and contain (1) the military service dates including the expected discharge or release date; and (2) the character of service. Acceptable documentation must be submitted in order for the preference to be given.

** This level of preference applies to all Foreign Service employees on LWOP and CS with reemployment rights back to their agency or bureau.

For more information (i.e., what is an EFM, USEFM, AEFM, MOH, etc?) and for additional employment considerations, please visit the following link: https://careers.state.gov/downloads/files/definitions-for-va

How to Apply: All candidates must be able to obtain and hold a Local Security Certification. Applicants must submit a Universal Application for Employment (DS-174) which is available on HR/OE Intranet Site.

To apply for this position, submit the documents listed below to <u>AmmanEmployment@state.gov</u> please note "VA 2018-057, Computer Management Assistant" in the subject line of the e-mail.

Required Documents: Please provide the required documentation listed below with your application:

- DS-174
- Residency and/or Work Permit (for non-Jordanian)
- Passport copy or Jordanian Identity Card
- Degree or transcript

What to Expect Next: Only applicants who are invited to take a language test will be contacted.

For further information: the complete position description listing all of the duties, responsibilities, required qualifications, etc. may be obtained by contacting the Human Resources office.

Thank you for your application and your interest in working at the U.S. Mission in Amman - Jordan.