U.S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)					
1. Post Mexico City	2. Agency Department of	of State	3a. Position Number 312801 A50555		
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.					
4. Reason For Submission					
a. Redescription of duties: This position replaces					
(Position Number) A50-555 (Title) Computer Management Assistant(Series) 1805 (Grade) 9					
□ b. New Position					
☑ c. Other (explain) Vacant					
5. Classification Action	Position Title and Series Code		Grade	Initials	Date (mm-dd-yyyy)
 a. Post Classification Authority WHA/EX/FRC 	Information Management Assistant FSN-1805		FSN-8		1.16.18
b. Other					
c. Proposed by Initiating Office					
Post Title of Position (if different from official title) Computer Management Assistant		7. Name of Employee			
8. Office/Section		a. First Subdivision			
Management		Information Management Office			
 b. Second Subdivision Information Systems Office 		c. Third Subdivision			
 This is a complete and accurate description of the duties and responsibilities of my position. 		This is a complete and accurate description of the duties and responsibilities of this position.			
Printed Name of Employee		Printed Name of Supervisor			
Signature of Employee	Date (mm-dd-yyyy)	Signature of Supervisor		Date (mn	n-dd-yyyy)
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.			
13. Basic Function of Position The incumbent is assigned to the Information Systems Center (ISC) under the direction of the Deputy Information Systems Office (D/ISO)					

The incumbent is assigned to the Information Systems Center (ISC) under the direction of the Deputy Information Systems Office (D/ISO) and ISO and in his/her absence to the Supervisory Locally Employed Staff Senior Systems Manager. Manages and Administers the Information Systems Training Center (ISTC), the ISC Training Program and is a co-lead instructor for all Training Courses. Trains Mission Mexico and other WHA Post employees on various Microsoft Applications in conjunction with the Foreign Service Institute (FSI) Adjunct Instructor program. The incumbent is a member of the Help Desk Team that is responsible for the efficient operation of the Mission Mexico networks. Ensures that all work performed and actions taken on all networks, computer center systems, installed programs and application complies with the Department of State (DoS) Information Technology configuration Control Board Baseline (ITCCB) and Diplomatic Security (DS) configuration standards. Advertises and promotes training schedules Embassy wide and country wide, including traveling to constituent posts.

14. Major Duties and Responsibilities

A. Administrator of the Information Systems Training Center:

15%

Coordinates, organizes, and schedules use of the Training Center resources by Embassy offices. Relocates, installs and configures resources for temporary training as necessary to meet requirements. Provides technical support and advice to configure the temporary facility and during build-up and tear down of the temporary facility. Manages all training center resources, provides technical expertise in the upkeep of the ISTC.

B. Training Instruction:

25%

The incumbent provides training on both the MS Office Suites applications and in-house developed applications to users who are supported under the ICASS agreement. Training can consist of one to one sessions with users who require refresher skills or more formal classroom sessions. The incumbent is expected to familiarize himself/herself with new applications developed by the ISC development section in order to assist users in becoming proficient. Organizes and writes course outlines, instructor notes, student manuals, pamphlets and documentation that covers a broad range of technical and specialized computer and office management software programs.

C. Training Program Management:

25%

Consult with the D/ISO and the ISO to coordinate and develop the in-house IT training program at Mission Mexico. As an FSI Adjunct Instructor, the incumbent will be certified in no less than two MOS courses and follow all guidelines and requirements of the Adjunct Instructor program. Plans strategy for targeting IT training throughout the Embassy in those areas most needed. Submits detailed training plan to D\ISO. Advertises and promotes training schedules Embassy wide and country wide, including traveling to constituent posts. Enrolls delegates, confirms acceptance with students and supervisors, and maintains reports on attendance and performance results. Updates courses material on a regular basis to meet the changing needs of the customer.

D. Systems and Networking:

35%

Under the direction of the Customer Support Team Lead, this position is an integral member of the ISC Help Desk Support Team and as such is responsible for first echelon troubleshooting of all software, including DoS and the normal MS Office suite of applications as assigned by the Help Desk. Once the Help Desk task is assigned each member of the Help Desk team is expected to take responsibility for that assigned request, resolve it in a timely manner. In addition, the incumbent will act as a backup for the Help Desk in dealing with customer requests via the phone.

Installs and upgrades software; DoS, commercial and local developed applications for the three networks and computer systems, ensures compliance with DoS base lines, the standard operating environment (SOE) and the Office of Diplomatic Security (DS).

Replaces defective network components, hardware and computers using shelf spares. Additionally, replaces computers and monitors utilizing the most recent images while maintaining the customer's settings and data. Reports network and computer systems operational problems to supervisor and escalate issues to Washington as needed.

May be required to travel to support VIP Visits or support other computer center operations located at the nine U.S Consulates and Consulates Agencies.

The incumbent is the primary for the GO system, including the configuring and troubleshooting of all accounts. Additionally, they are responsible for the configuration and troubleshooting of the PKI card system.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency. This statement eliminates the need for citing 'other duties as assigned'"

- 15. Qualifications Required For Effective Performance
- a. <u>Education:</u> Bachelor's degree in Computer Science, Information Systems Engineer, Computer Engineering or Business Administration
- b. <u>Prior Work Experience:</u> Two years of experience in local area networks (LAN), wide area networks (WAN), information systems, and data processing centers (DPC) and computer operations. Two years of experience supporting a medium to large Microsoft Active Directory environment with 2003-2010 Windows Servers and Clients, to include knowledge of Print Severs, DHCP, DNS, File and Print Servers (FP Sever), MS Office 2010, imaging of workstations, and Active Directory (AD). Three years providing training in MS Office in the classroom or via one-on-one training.
- c. <u>Post Entry Training</u>: Completion and certification of two MOS courses such as Outlook, PowerPoint, Excel, Access, Project, and Word. PD505 Training Tradecraft or PD Training and Presentation Skills.
 - d. <u>Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):</u>

Spanish Level: (2, 2) English Level: (4, 4)

- e. <u>Job Knowledge:</u> Extensive knowledge of computer workstations, computer systems, hardware, software, operating systems, LAN/WAN technology and infrastructure standards, computer center operations, telecommunications, programming and installation, and use of Microsoft products. Strong troubleshooting and problem solving skills of Microsoft products, software and computer systems. The incumbent is required to keep his/her knowledge of the MS Office Suite of Applications and other third party applications used by the Embassy current.
- f. <u>Skills and Abilities:</u> Excellent interpersonal skills, communication skills and personnel management skills to effectively communicate with multiple levels of people. Ability to troubleshoot hardware, software and network problems. Ability to establish work priorities which reflect urgency and importance of general tasks. Proven ability to work unsupervised and as a team. Must be able to obtain certifications or other requisites as per the Business Applications Division and the FSI Adjunct Faculty program to teach courses such as but not limited to Publisher, SharePoint, Adobe Webinar, Visio, and Windows 7/10 Internet Explorer 11. Must be able to travel and must be able to obtain and keep a valid passport and visa.

16. Position Elements

- a. <u>Supervision Received:</u> Reports directly to the Deputy Information Systems Officer (ISO) and the ISO in their absence. Takes direction form Supervisory LE Staff Senior Systems Manager.
- b. Supervision Exercised: None, no supervisory responsibilities.
- c. <u>Available Guidelines:</u> Diplomatic Security guidelines and standards, DoS Foreign Affairs Manual (FAM) guidance, Information Resource Management (IRM) policies and standards, Information Management Office (IMO) directives and ISC procedures. Microsoft Office Specialist (MOS) certifications in Word, PowerPoint, Outlook, Access, and Excel must be obtained and kept up-to-date.
- d. <u>Exercise of Judgment:</u> In depth judgment is a key factor in providing advanced support with applications, and troubleshooting and resolving complex requests generated by the Help Desk. The incumbent must use in depth judgment every day as this position works directly with staff and officers from all levels of the Embassy.
- e. <u>Authority to Make Commitments:</u> Does not have any authority to commit the U.S. Government to any course of action or financial obligation.
- f. <u>Nature, Level and Purpose of Contacts:</u> Develops and maintains contacts at all levels within the Embassy for training purposes and to take action for the restoration of any network computer system, hardware and software. Establishes external contacts when performing research as directed by D/ISO, ISO or Supervisory LE Staff Senior Systems Manager. Must also maintain contacts at Foreign Service Institute (FSI) for the advancement of the training program.
- g. Time Expected to Reach Full Performance Level: 12 months