

# PEACE CORPS/ZAMBIA INFORMATION TECHNOLOGY SPECIALIST(ITS): VA- 15/2018

Peace Corps Zambia wishes to invite applications from suitably qualified persons to fill the position of Information Technology Specialist (ITS)

**Location** : Lusaka

Starting Salary : ZMW 326,330.00/Annum Work hours : Full-time; 40 hours/week

#### **General Description**

The Overseas IT Specialist (ITS) is stationed at Post and reports directly to the Director of Management and Operations (DMO) with technical guidance provided by the International Support & Operations (ISO) team in Washington, D.C.

The ITS supervises all Peace Corps computer operations at Post and is the primary contact for technical support. The ITS is responsible for the installation and integrity of the computer systems, administration of local IT systems, and maintenance of International Organization for Standards (ISO) mandated configurations and ensures that all IT systems adhere to Agency and US government policies. While this position reports to the DMO, the incumbent will be expected to exercise initiative, independent judgement and skill while carrying out recurring duties.

## **Duties and Responsibilities**

## Network and Systems Administration (40%)

- Ensures network functionality and system performance via monitoring, checks and analysis of trends. Performs routine maintenance tasks on a regular basis to ensure optimal system performance and maximize system uptime. Administers post data backup system and safeguards against potential data loss through methodical self-tests.
- Tasks include:
  - Maintains and updates Post servers as directed by the ISO group, including remote offices, if applicable.
  - Responsible for troubleshooting server issues.
  - First point of contact for all ISP related issues at post.
  - Monitors post bandwidth usage and utilization on a regular basis.
  - Maintains backup systems of mission critical Post data.
  - Performs routine maintenance tasks to maximize efficiency of system operations.
  - Identifies and procures local IT resources for post.
  - Responsible for the administration and maintenance of Post telephony systems.
  - Provides deployment assistance as required.
  - Ensures that all IT-related needs are met while adhering to Peace Corps and OCIO guidelines and policies. (MS 542 Peace Corps IT Security Policies and Procedures, MS 543 Use of IT Systems by Volunteers, Trainees and RPCVs, MS 544 Information Technology Management, MS 545 Mobile Information Technology Devices, and MS 547 Use of Government Technology Services and Equipment).

# **Customer Technical Support (30%)**

- Provides timely and efficient resolution of Post IT-related issues. Documents and escalates unresolved issues to Tier II support (ISO) and follows up on a regular basis. Responsible for most hardware and software installations at post.
- Provide IT Support to Volunteers in accordance with standard operating procedures including supporting required Volunteer IT applications, providing WiFi access to Volunteers, and providing general workstations that include printing and scanning capabilities.
- Tasks include:
  - Provides Tier-I network and computer support for Post.
  - Ensures that Post IT-related needs are met while adhering to Peace Corps policies and guidelines.
  - Solicits assistance from ISO group for Tier-II support when needed.
  - Identifies recurring problems, identifies possible solutions and reports them to the ISO group as appropriate.
  - Installs hardware and software, identifies and resolves technical issues.
  - Reimages and reassigns computer equipment when staff onboard, transfer or terminate.

# **Computer Security Coordination (10%)**

- The ITS develops, maintains and tests the Post IT Contingency plans and provides immediate advice on disaster recovery plans, ensures physical and logical security of the Information Management system, ensures that all network and standalone equipment are configured according to Agency guidelines
- Tasks include:
  - Acts as Computer Security Coordinator under guidance of Agency IT Security Program Manager.
  - Ensures all software and hardware is approved by Peace Corps HQ.
  - Installs HQ approved security patches, updates Antivirus engines and definitions
  - Remain up-to-date on security policies and practices.
  - Ensures compliance with IT Security policies and procedures at Post.
  - Responsible for prompt reporting of all IT security incidents to the appropriate authorities in HQ.
  - Responsible for prompt response to all IT Security incidents and tickets
  - Provides guidance and advice on the safe use of computer systems, provides mandatory computer security training to staff

#### **Information Management (10%)**

- Ensures that post data is organized in an efficient manner, easily accessed and stored in a safe and secure environment. Maintains and administers data storage databases and applications. Ensures privileged data is only available to authorized staff and reports attempted access to prohibited data to the appropriate authorities.
- Tasks include:
  - Make recommendations to post senior staff on IT impact for planning and execution of post mission.
  - Maintains an up-to-date and accurate inventory of Post IT assets.
  - Maintains Post personnel and PCV databases.
  - Responsible for updating all staff information changes on local server and workstations as necessary.
  - Maintains, updates, troubleshoots users directory list in SFTP.

#### User Training (10%)

- The ITS identifies training requirements and ensures staff has the necessary skills to meet Post IT needs.
  - Conducts Needs Assessment surveys to assess staff training needs, assures that training programs and materials
    developed are adequate for the needs of users.
  - Provides IT training, personally or through a subordinate staff, to Post staff who may possess varying degrees of technical proficiency.
  - Training may be conducted on various software applications, best practices, troubleshooting issues and the appropriate use of IT in the workplace.

- Training may be informal or formal, one-on-one or group sessions on the use of available technologies to improve staff efficiency and productivity.
- Trains staff and PCVs on appropriate use of technology in the workplace.
- Conducts annual PCV IT security training.

# Required Continuing Education Credit Hours for Information Technology Specialists

- 20 continuing education (CE) hours are required for Information Technology Specialists (ITS) and Information Technology Assistants (ITA) to maintain their professional competence and provide quality professional services annually. The ITS must meet the following requirements:
  - Complete the required IT training courses as identified by OCIO.
  - In order to claim CE credit upon completion of each learning activity, ITS and ITA must provide proof of completion (certificate) to their manager.
  - ITS is responsible for maintaining and submitting training records and proof of credit earned.

## **Required Qualifications**

- Education: Completion of education or training resulting in a University degree, in the fields of computer science, information systems management, electronics engineering, or equivalent, is required. Certification in A+, Network+, Security+, MCSE, CCNA or similar is desirable.
- Prior Work Experience: At least five years of experience in the administration of computer server systems, of which two years must have been with Windows Server 2008 R2 or equivalent.
- Language: Must possess English fluency in both written and spoken communication.
- Job Knowledge: Thorough knowledge of computer equipment operations; hardware and software technology; technical aspects of analysis, computer application programming, telecommunications and management advisory services; comprehensive knowledge of systems analysis and design techniques. A basic understanding of Peace Corps policies, procedures, internal controls and reporting requirements is an added advantage.
- Skills and Abilities: Good technical skills to troubleshoot, diagnose and resolve hardware and software problems, to maximize the capabilities of Post computer resources. Good interpersonal skills to resolve priority issues, system limitations, down time, etc., with key officials, and to develop and maintain two-way communications and promote computer services.

Applications and supporting documentation including a typed cover letter, CV that clearly documents how you meet each of the above requirements, and at least three traceable references must be submitted by close of business **August 28, 2018.** 

Address applications to:

The Human Resources Specialist, Peace Corps Zambia, Plot 71A Kabulonga Rd. P.O. Box 50707, Lusaka, Zambia

Email: <u>zm01-jobs@zm.peacecorps.gov</u> clearly stating name and position applied for in the subject line of your email (E.g. John Doe, IT Specialist)

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