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| **October 27, 2008[Change the date and the Number before printing]** | **Number: 56/08** |

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| **Subject:** | **Job Vacancy (Computer Management Assistant**) |
| **Distribution:** | **ALL FSNs – All Agencies** |

**OPEN TO:** All FSNs

**POSITION:** Computer Management Assistant

**OPENING DATE:** October 27, 2008

**CLOSING DATE:** November 10, 2008

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

**SALARY:** FSN-09 ERR (Full Performance Level) US$ 27,750 per annum.

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

The U.S. Embassy, Sana’a is seeking individual for the position of Computer Management Assistant in the IPC Section.

**BASIC FUNCTION OF POSITION**

The position is in charge of unclassified computer automation under the direction of US Official who has other substantive functions. Incumbent is designated as de facto deputy to the U.S. Information System Officer. Sharing responsibility/authority on an equal/alter ego basis in the management of the organization. Managing all aspects of the ISC unit’s operation.

**Major Duties and Responsibilities:**

**Analyzing, Planning, and Development**

Analyzes and evaluates post unclassified computer systems and network capabilities. Identifies available resources and determines necessary changes to meet post increasing demands. Consults post management and IRM offices and responds to their requirements and recommendations. Inform IMO and ISO on current and future requirements reflecting post program needs and goals. Develops the system requirements/specifications/architecture, develops short and long term strategies and devises appropriate cost effective, feasible, and prioritized implementation plans. Creates, tests and maintains the Contingency/Disaster Recovery plan. 20%

**Systems Management, Support and Maintenance –**

Analyzes, acquires, documents, tests, implements, integrates, maintains, upgrades, and modifies post UNLASSIFIED LAN, network infrastructure, and information systems. Ensures that all UNCLASSIFIED LAN servers are configured according to the Diplomatic Security DS regulations, and patched with the latest service packs and patches/fixes. Installs, configures, maintains and troubleshoots server software (OS, Exchange, IIS, SQL,Oracle, UltraBac, AV, etc) and hardware (Hard drives, RAID configuration, Tape drives, Autoloaders, etc). Develops and maintains a system backup schedule which will adequately protect data in case of system failures. Insures that post meets Department of State computer security standards.

Ensures that post critical applications (AntiVirus, FMO, MO, GSO and CA applications) are operating properly and updated with the latest patches and fixes.

Ensures that all computer/information systems development, analysis, design and implementation are performed in accordance with the State of Department standard and security policies. Ensure that all the Standard Operation Documents SOP are created and updated as needed.

Provides serviced organizations and personnel with computer and automation management advisory services. Develops user training programs and/or trains staff in use of information systems. Provides support to LAN system users, using a thorough knowledge of all the applications used on the Embassy’s LAN system and standard troubleshooting procedures.

Manages and monitors ISC helpdesk operations. Delegates tasks to ISC staff, and ensures the tickets escalated to higher level of support (IRM, CA, and vendors’ helpdesks) as required.

Provide consultancy services (analysis, planning, development and support) to post on/off-site NON Sensitive networks (FMO, POLECON, FBU, PD, YALI, MSG, Residences, etc) as needed. 40%

**System Analysis and Application Development**:

- Evaluate/analyze existing applications to determine the appropriate the application developments desired, consults post management to develop existing/design new applications to satisfy the post automation objectives. These solutions may include development of new or existing applications or upgrading the platform of specific applications. Recommends appropriate solutions before proceeding with programming. Evaluates/analyzes workflow details, line of authorities and output processes/input required flowcharting. Acts as a Project Manager for all Applications/Web development projects.

15%

**Managing Office Operations**

Acts as primary point of contact for ISO and IMO on all UNCLASSIFIED computer systems issues. Managing all aspects of the ISC unit’s operation. Delegate tasks to employees. Evaluates, analyses, and improves office workflow. Monitors, and evaluates ISC staff performance. Determines staff training needs and develop training plans. Determines and procures equipment, software, tools, and supplies. Develop leave plan. Participates in the interviewing and selection panel of the ISC new employees. Maintains a complete inventory of all information systems related items, including hardware, software, and training materials. Maintain and develop contacts with local and international vendors. 25%

### 15. Qualifications Required for Effective Performance

A. Education:

Bachelors Degree in Information Technology or equivalent. Microsoft Certified Systems Engineer (MCSE).

B. Prior Work Experience:

At least four years of performing progressively more responsible work of a technical administrative nature where emphasis in placed on analytical, judgemental and expository abilities with respect to the operation, management and use of computer and network systems.

C. Post Entry Training**:**

PowerPoint, Publisher, Acrobat Reader, Internet Explorer as well as Consular INK, ACS, NIV and IV specialized applications. Windows 2003 Administrator Training, Microsoft Exchange 2003 administrator training, Network Essentials, Front Page, Internet Information Server, AIS (security for System Admins), B&F apps (SPFMS, ICASS), SQL, PASS, Time and Attendance.

Security +, A+ Certification, Network+, Microsoft Office 2007, WebPass, eServices.

1. Language Proficiency **:**

Level IV English

1. Job Knowledge:

Incumbent must have knowledge of Embassy chain of command. Must have a general overview of all agencies unclassified/classified system requirements.

F. Skills and Abilities:

Incumbent mut have ability to manage a Windows Local Area Network and peripherals. The ability to work independently and be resourceful is a must in finding solutions to information systems problems, and planning objectives. The incumbent must be able to work with the user environment, pass on information to users in formal and informal environments such that users can effectively use their software and hardware. Basic supervision skills are required as well as time management ability.

**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. The candidate must be able to obtain and hold a normal security clearance.

**TO APPLY**

Interested applicants for this position must submit the following or the application will not be considered:

# 1. Application for U.S. Federal Employment (SF-171 or OF-612); or

2. A current resume or curriculum vitae that provides the same information as an OF-612; plus

3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO**

Human Resources Office (or Admin Office)

P.O.Box 22347

Sanaa - Yemen

E-mail address: [hrosanaa@state.gov](mailto:hrosanaa@state.gov)

**DEFINITIONS**

1. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.

**CLOSING DATE FOR THIS POSITION: November 10, 2008**

#### The US Mission in the Republic of Yemen 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.

Drafted: HR: SIstrola

Cleared: IMO: HLlorin

Approved: A/MO: RHaynie