U.S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST	2. AGENCY	3a. POSITION NO.
Hanoi, Vietnam	USAID	VN-018

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE"YES" BLOCK.

☐ Yes ☒ No

4. REASON FOR SUBMISSION

☐ a. Redescription of duties: This position replaces

Position No. _____ _____ (Title), _____ (Series) _____ (Grade)

☒ b. New Position

☐ c. Other (explain)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority Supervisory Executive Officer	Computer Management Assistant (LAN)	FSN-8		
b. Other				
c. Proposed by Initiating Office	Computer Management Assistant (LAN)	FSN-8		

6. POST TITLE OF POSITION (If different from official title)	7. NAME OF EMPLOYEE
8. MISSION OR OFFICE/SECTION USAID/RDM/A	a. First Subdivision USAID/Vietnam Country Program Office (Hanoi)
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my responsibilities of position.

Typed Name and Signature of Employee — Date (mm-dd-yyyy)

10. This is a complete and accurate description of the duties and responsibilities of this position.

Dennis Zvinakis, Hanoi/Country Manager

Typed Name and Signature of Supervisor — Date (mm-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.

Peter Hubbard, Regional Supervisory Executive Officer — 5/10/06

Typed Name and Signature of Section Chief or Agency Head — Date(mm-dd-yyyy)

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.

Typed Name and Signature of Admin or Human Resources Officer — Date (mm-dd-yyyy)

13. BASIC FUNCTION OF POSITION

The Computer Management Assistant (LAN) is the principal Information Technology coordinator of the USAID/Vietnam Program Office. S/He is responsible for providing support services to the USAID/Vietnam. This includes user assistance and training, support of Windows base servers and desktop PCs, software installations and troubleshooting, applications support and development, management of network devices and telecommunications. Under the general non-technical supervision of the Country Manager. S/he will coordinate with the Administrative Management Specialist on day-to-day work. S/he also receives general as well as technical guidance from the RDMA/Regional Systems Manager in Bangkok, the incumbent is responsible for the day-to-day management and operation of USAID/Vietnam networks system including Windows 2000 servers, MS Exchange 2000, Windows 2000 Professional, Windows XP, network devices and telecommunications equipment and links. The incumbent is responsible for backstopping the RDMA/Regional System Manager in Bangkok on all systems management tasks including addressing security vulnerabilities using available management tools in Vietnam. The incumbent assists the RDMA/Regional System Manager in planning for software, hardware, maintenance, installation, procurement, and other ancillary equipment currently valued at approximately $500,000.

14. **MAJOR DUTIES AND RESPONSIBILITIES** **% OF TIME**

1. Systems Management 20%

The incumbent is responsible for the start- up, maintenance and the day-to-day operation of the all the connected central computer systems. The incumbent develops and maintains logical group use of shared peripherals maintaining the print queue priorities. The incumbent determines the sufficiency of hardware and its appropriate placement for maximum performance in the Mission. The incumbent is responsible for the configuration of the IT equipment to ensure compatibility of office forms and format with printers. Similarly, the incumbent monitors the file server and user memory requirement in relation to disk usage so as to maximize memory and or disk space as required by all users. The incumbent is charged with the responsibility of performing the data security and disaster recovery procedures by conducting the scheduled backups (daily, weekly and monthly) of data and system files on servers. The incumbent ensures that backup tapes are correctly labeled and subsequently stored along with pertinent backup listing in an organized tape library. As part of the disaster recovery and security procedures, the incumbent stores the tapes at an off-site location. In the event that data error or data loss from a hard drive is reported by the users, the incumbent initiates data restoration procedures. Similarly, the incumbent liaises with the Administrative Management Specialist to ensure that the computer supplies such as for printer cartridges, paper and that sufficient number of tapes are available for system back up. The incumbent shares responsibilities with the Regional Systems Manager in supporting all aspects of Windows 2000 Server, Ms Exchange 2000, Windows 2000 Professional, Windows XP, network devices (printers, copiers, scanners, digital scanner, etc.) and telecommunications links and equipment (DTSPO, VSAT and ISP, Cisco routers, Nokia appliance and switches). The incumbent is also responsible for setting desktops PCs, laptops including updating virus definitions and operating systems in accordance with Agency requirements.

2. Equipment Installation and Trouble Shooting 20%

The incumbent assists the Regional Systems Manager with new hardware/ software configuration and installation. This includes installation of VGA cards and LAN adapter cards on PCs, cabling and upgrading the Disk Operating Systems (DOS) software. The incumbent undertakes the configuration of the LAN able PCs to work as nodes by installing the Microsoft network programs, setting up PC Batch files to ensure that a PC has enough memory for running network and other PC application software loaded on it. The incumbent installs and guarantees sufficiency of UPS (uninterruptible power supply) as well as the installation and configuration of new computers including laptops. Under the direction of the RDMA System Manager, the incumbent coordinates with an outside contractors or engineers to install network cables. The incumbent installs and maintains new off-the-shelf and mission developed PC applications on the hard disk. The incumbent implements USAID global security software patches in addition to ensuring all desktops within the mission conform to the IRM required standards. The incumbent is responsible for conducting periodic checks on all compuer equipments to ensure that Anti-virus software is up to date.

3. User Support 20%

The incumbent provides technological support and user training by demonstrating microcomputer technology including the use of Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Publisher, Microsoft Windows, Microsoft Outlook-E-mail, Internet and other PC application packages. When required, the incumbent provides one-on-one training to users on network access, and on the running of the network application systems in addition to staring and using network printers. The incumbent assists the RDMA/Systems Manager or any other professional staff in ISD in setting up and organizing the in-house computer training room, and presentation room by ensuring that all equipment are working and the right software is loaded. The incumbent also gathers IT peripherals and other materials when required by the project officers for presentations. The incumbent provides users support and training on mission approved software applications including Ms Office XP, Electronic fixing, mission homepage and other approved software. This includes developing macros and performing other support tasks as required.

4. MAINTENANCE AND INTELLECTUAL SKILLS 20%

The incumbent performs the troubleshooting of malfunctioning hardware. In the event that the incumbent is unable to repair the malfunction, the incumbent reports the hardware to the maintenance contractor for repairs. The incumbent performs troubleshooting of operational software including Microsoft Word, Excel, Access, PowerPoint, Outlook-E-mail and Microsoft Macros. The incumbent investigate and corrects any reported problems when possible and informs the Regional System Manager of corrective measure taken.

5. 3COM NBX Telephone system 10%

Co-manages the 3COM NBX Telephone system which includes programming, troubleshooting, users and extensions management, security, call reporting and voicemail management.

6. Information Technology Security 10%

The incumbent assists the RDMA/Regional Systems Manager with addressing security issues using available tools and systems such as MSUSs, e-Policy Orchestra and IP 360 n-Circle reporting tool. The incumbent is responsible for downloading reports from the IP360 for USAID/RDMA, recommend and apply fixes and submit results to the Systems Manager.

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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Bachelor degree in computer or Information systems with relevant experience in systems management. Sound knowledge of Windows 2000 Server, Exchange 2000 Professional, Windows XP, Office XP, Macromedia Coldfusion, TCP/IP, Cisco products, 3COM switches management, telephone systems and Information Technology security

b. Prior Work Experience:

Minimum of four years of progressively responsible professional experience in computer applications and in the design, operations, implementation, and maintenace of Windows 2000 systems and Networking.

c. Post Entry Training:

Training on Agency and mission specific application as needed.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II,III) and specialization(sp/read):

Level IV English ability (both written and oral) is required.

Level V in Vietnamese is required.

d. Job Knowledges:

Sound knowledge of Windows 2000 Operating systems, Exchange 2000, Windows XP, security implementation, network devices management and telecommunications. A Sound knowledge of standard business work processes, management principles and fault resolution techniques.

e. Skills and Abilities:

Competent in managing computer systems with emphasis on systematic problem solving and ability to identify and analyze users'requirements is necessary. Good interpersonal skill and ability to complete assigned tasks with minimum supervision. Commitment to continuous learning and willingness to keep abreast of new developments in the field information technology is required.

16. POSITION ELEMENTS :

a. Supervision Received:

The incumbent will work under the general non-technical supervision of the Country Manager. S/he will coordinate with the Administrative Management Specialist on day-to-day work. S/he also received general as well as technical guidance from the RDMA/Regional Systems Manager in Bangkok.

b. Supervision Excercised:

None, except as may be required in connections with ensuring that maintenance contractors complete repairs and other service requirements according to contractual term and conditions for servicing the IT equipment.

c. Available Guidelines:

Windows 2000 resources kit, Windows 2000 USAID day-to-day management guides, Exchange 2000 administration guides, MUSU and ePO documentations, USAID/W/IRM Intranet, technical assistance from local vendors and the Internet.

d. Exercise of Judgement:

The incumbent is expected to exercise and demonstrate sound judgment in the operation, maintenance and troubleshooting of the computer system and its components and in applying technical expertise to resolve a range of issues/problems.

e. Authority to Make Commitments:

None, other than commitments relevant to work performed and user support.

f. Nature, Level, and Purpose of Contacts:

Frequent contact with mission staff, USAID RDMA mission, vendors and contractors.

g. Time Expected to Reach Full Performance Level:

6 to 12 months