



**EMBASSY OF THE UNITED STATES OF AMERICA**  
**Position Vacancy Announcement**

**ANNOUNCEMENT NO: VA-09-46**

**OPEN TO:** All interested and qualified candidates  
Current mission employees serving a probationary period are not eligible to apply.  
**POSITION:** Computer Management Assistant  
**OPENING DATE:** Thursday July 9, 2009  
**CLOSING DATE:** Thursday July 23, 2009 - max. 4:30 p.m.  
**WORK HOURS:** Full-time; 40 hours/week  
**SALARY & GRADE:** FSN-07

**In-house candidates must apply through their supervisors.**

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK PERMITS ALLOWING WORK IN COUNTRY BEFORE APPLYING FOR THIS POSITION.

The U.S. Embassy in Khartoum is seeking a qualified individual for the position of Computer Management Assistant in the Information Management Office at the U.S Embassy Khartoum Sudan.

**BASIC FUNCTION OF POSITION**

The Information Technology (IT) Technical Assistant is located at Embassy Khartoum under the direct supervision of the Information Management Officer. The IT Technical Assistant's primary responsibility is to oversee and provide Regional Computer and Radio/Telephone IT support for the Embassy's regional offices in El Fasher, Nyala and Juba. This position requires great self-motivation and the willingness to work odd hours and at remote sites.

**MAJOR DUTIES AND RESPONSIBILITIES:**

- Ensures Information Technology services are provided to customers as in accordance with Post's Information Resource Management ICASS Service Provider Standards.
- IRM Khartoum provides system support and oversight in Khartoum and Regionally at El Fasher, Nyala and Juba.
- The IT Technical Assistant supports installation of network hardware and software products. Incumbent assists in the installation of users' workstations, which entails the determination of proper procedures, and testing of the hardware. Additional components include Uninterruptible Power Supplies (UPS's), network cards, monitors, hard disks, as well as other necessary hardware and software.
- The IT Technical Assistant has to troubleshoot and diagnose problems related to network cables, workstation PC's, and applications. The incumbent is responsible for repairing minor cable problems, using cable test equipment and installation tools. The incumbent will be responsible for updating the Anti-Virus software, tracking and cleansing the system of viruses when they are detected on the system.
- The IT Technical Assistant supports requirements to ensure post meets the DoS computer security standards as set forth by the Department, including password protection and physical security.
- The IT Technical Assistant assists in maintaining a complete inventory of all ADP related items, including hardware, software, training materials, reference books and manuals, supplies, and spare parts where required.
- The IT Technical Assistant advises the IMO on current and future automation requirements reflecting needs and goals as well as growth for regional offices in Darfur, Niala and Juba. In order to assist in the planning process the incumbent must keep current with industry

changes through technical reviews, hardware and software training, security standards and by keeping current with hardware and software pricing.

- The IRM IT Technical Assistant assists in installing user PC's and applications, which reside on local hard disks, provides PC support to network users at all three regional offices, trains users at their desk, and troubleshoots PC hardware and software problems. The IT Technical Assistant also provides users with network id's, creating user directories on the network, and setting up the correct access rights to network files and directories. The IT Technical Assistant will create groups and assign users to groups determining which users are required to share data with each other.
- The incumbent shares responsibility for setting up required support equipment (i.e. - computers, printers, switches, etc.) and telecommunication links, as required, at local (i.e. - Khartoum) and remote sites in El Fasher, Nyala and Juba for VIP visit support. Supports the official parties during VIP visits in solving problems that might arise. Must respond quickly in finding alternative solutions for automation problems. Sets up a Local Area Network with Internet connections for the Press Agencies that accompany the VIP delegation with required hardware and software components.
- In addition to overseeing systems requirements are met in the regional offices in El Fasher, Nyala and Juba, ensures Radio Technical services are provided to customers. Supports installation of base stations, tone removes, repeaters, antennas, mobile radios, and all associated cables and hardware. Maintains hand held and mobile units, base stations, repeater stations and antennas. Diagnoses equipment and system malfunctions utilizing test equipment, manufacturer's service and technical manuals, and schematic drawings to make needed repairs or take other appropriate action.
- Orders requisitions and stocks spare parts used in the installation, modification, maintenance and repair of radio equipment. Assists in the training of personnel on the use of radios. Programs, maintains/repairs and installs Motorola and Kenwood hand held, mobile unit radio equipment and fixed telephone equipment. Independently conducts radio site surveys. Maintains system documentation and required inventory, maintenance and repair records on radio and test equipment, spare parts, tools and materials.
- Assists at the Chancery in the installation, maintenance, troubleshooting and inventory of cell phone equipment, telephone equipment, Thuraya satellite phones, radios ( handheld models 750, 1250, 3000), and base station equipment within the radio program at Post. Incumbent has sole responsibility to provide this technical support at post's regional offices located in El Fasher, Nyala and Juba.
- The incumbent reports to the American IMO (Information Management Officer). Coordinates special projects with VIP visits at post and at regional sites. Provides essential assistance to IRM, and other-agency TDY survey and installation teams, including those pertaining to installations and cable run requirements for telephone, computer, telecommunications and other projects. Also participates in telephone support of major VIP visits. Conducts site preparation surveys for new phones, or for changes in existing infrastructure. Maintains contacts with the local telephone company, in order to quickly restore lines, and facilitate the acquisition of additional circuit needs for VIP visits.
- Maintains contacts with property managers and building personnel where radio repeaters and antennas are located for ready access for needed equipment maintenance and repair.

**QUALIFICATIONS REQUIRED:**

**NOTE:** All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

**--Education:** Two Year University undergraduate Diploma in Information Technology is required.

**--Prior Work Experience:** 3 years experience in the automation field, to include LAN environment and communications systems is required.

**--Language Proficiency: (This will be tested)**

|         | Speaking               | Reading                | Writing                |
|---------|------------------------|------------------------|------------------------|
| English | Good Working knowledge | Good Working knowledge | Good Working knowledge |
| Arabic  | Good Working knowledge | Good Working knowledge | Good Working knowledge |

**--Skills and Abilities:** Must demonstrate good customer service and organizational skills. Must have sound search capabilities in finding resources useful in troubleshooting and solving technical problems. Must be able to diagnose and resolve hardware and software problems. Must have experience in installing PC components and in installing application software. Must have the ability to work independently and be resourceful in finding solutions to Automated Data Processing problems. Must be skilled in maintaining, repairing and operating radio/telephone networks and equipment. Must have good interpersonal relationship skills and be able to work in stressful environment. Must be willing to travel.

**SELECTION PROCESS:**

--Applicants must be eligible for appointment under local government laws and regulations.

--Management will consider nepotism, conflict of interest, budget, and visa status in determining candidacy.

--Selected candidates must pass a pre-employment medical and security clearance in order to be eligible for hire.

-- When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

**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. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

**TO APPLY: Interested individuals for this position should submit the following or the application will not be considered:**

1. Application form for Federal Employment (current mission employees must submit an in-house application) and supporting documentation including essays, certificates, awards) that address the requirements of the position as listed above. Forms are available at the U.S. Embassy northern entrance gate.

- OR -

A resume/Curriculum Vitae (C.V.) containing documented education and work experience, certificates, awards) that address the requirements of

the position as listed above. Applications may be submitted through e-mail at the given e-mail address below.

2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.

**POINT OF CONTACT:**

Human Resources Office

U.S. Embassy, Khartoum

Telephone: 774700 Ext. 6100.

E-mail: [KhartoumHRO\\_DL@state.gov](mailto:KhartoumHRO_DL@state.gov). (Submission of applications and supporting documentation via e-mail must include the Vacancy Number and Position Title on the subject line).

For more information about the positions and application procedures, please visit the U.S Embassy internet website at the following link <http://khartoum.usembassy.gov> and access the vacancies through "Job Opportunities" located at the end of the page.

**DEFINITIONS**

1. US Citizen Eligible Family Member (USEFM) - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,

- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) - A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

*The US Mission in Sudan is an Equal Opportunity Employer. Candidates will receive consideration without regard to race, color, religion, sex, national origin, disability, age, 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.*