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TO: ALL MALAGASY CITIZENS

SUBJECT: RECRUITMENT FOR A DEPUTY COMPUTER MANAGEMENT SPECIALIST
WITHIN THE USAID/MADAGASCAR EXECUTIVE OFFICE

EXTENSION OF APPLICATION DEADLINE, NTE 10/09/2009

METHOD OF EMPLOYMENT: TWELVE (12) MONTHS PERSONAL SERVICES CONTRACT
RENEWABLE

SALARY EQUIVALENT TO FSN-11 GRADE

The USAID Mission in Madagascar is soliciting expressions of interest from qualified candidates to serve as a Deputy Computer Management Specialist within the Executive Office of USAID/Madagascar. The contract is for an initial period of one (1) year subject to renewal based on annual performance review, continuing need for the services, and availability of funds.

BASIC FUNCTION OF POSITION

The Deputy Computer Management Specialist is directly responsible for the overall operations and management functions required to ensure an around-the-clock availability of the Mission's Information and Telecommunications systems used to execute the mission's and program's operations. He/she is responsible for the implementation of Mission applications and the maintenance of the Internet/Intranet web sites. He/She provides on-site technical support, including training, to Mission end-users for network operations and telecommunications services and for the use of applications and other Mission systems. He/she also maintains the highest level of Information Technology (IT) security to assure availability, confidentiality and integrity of data and IT services.

1. NETWORK OPERATION MANAGEMENT

Servers and Desktop Computer Administration

- Directly responsible for the administration of the Mission servers. For that, the Deputy Computer Management Specialist manages user and computer accounts, access rights, group lists, shared folders, file services, IP addresses and any other resources and services available on the Mission's network.
- Responsible for keeping the Mission's Microsoft Exchange environment in good running conditions.
- In collaboration with the Senior Computer Management Specialist, develop working configurations for new servers, desktop computers, printers and scanners.

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Monitoring

- Perform systems monitoring (system hardware, overall system health, infrastructure, DNS, etc. on an ongoing basis and responds appropriately to errors logged through the help desk and/or recorded by servers and/or network devices.
- Monitor servers disk capacity and take appropriate action to ensure adequate disk space is available to network systems operations and users needs.

Telecommunications Support

- Directly responsible for the overall operation and management functions of the Mission OmniPCX 4400 central telephone switchboard. As so, administers, programs, sets up and configures PBX phones, Voice Mail, Digital and Asynchronous lines. Manage user access to telecommunications services, perform checkout of user profiles on a regular basis and take remedial/corrective actions for any detected fault.
- Install, configure and maintain other telecommunication equipment including but not limited to CISCO Remote Access Server, fax machines, mobile phones and modems. Manage the telephone patch panels at the Main Office and the warehouse. Locate and diagnose nature of problem with malfunctioning telecommunication equipment by observing and using measuring devices and test equipment. In case of system breakdown, handle its recovery in line with the restart procedures. Set up and test regularly the complete back-up system to be ready in case of emergency need.
- Directly responsible for distribution, chips and device check for Mission cell phones and Blackberry devices.
- Point of contact for GSM provider for all services such as user profile change (roaming, disable account ...).

IT equipment management and control

- The incumbent supervises and carries out the installation of new hardware and software at node level. He/she schedules installation process with GSO to ensure that the right surge suppressor plugs are used, and that all computer cabling and electrical wiring and sockets are installed properly and in the desired locations(s). He/she shall also make sure that proper computer furniture is in place before equipment is installed;

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- The Deputy Computer Mgt Specialist ensures that computer hardware systems and peripheral equipment are operated in accordance with Agency computer security policies, standards and guidelines. He/she interfaces with service engineers and maintenance personnel to ensure that serviced equipment is operating properly. He/she schedules quarterly preventive maintenance for all ADP equipment, including environmental-control hardware (UPSes, air conditioners, fire extinguishers, etc.;

- The incumbent is the principal coordinator, responsible for all ADP equipment maintenance and troubleshooting. He/she performs troubleshooting for all hardware problems including computer cabling and LAN wiring. He/she identifies problems, and organizes for such problems to be resolved by IT staff, GSO staff, or contractor personnel responsible for equipment maintenance. The incumbent is also responsible for compiling an up-to-date list of ADP hardware covered under any hardware maintenance contract agreements with outside vendors; and provides the EXO with certification of jobs carried out by contractors.

Applications

- Plan, configure and troubleshoot network client software, installation and updates.
- Develop macros, script to automate LAN operations and end user routine tasks or improve their work efficiencies according to the capabilities of the LAN.
- Plan and install software upgrades, update and patch to network operating systems, server-based applications and centralized services.
- Assess management automation need, analyze and evaluate the feasibility for computer applications, recommend commercial off-the-shelf (COTS) or development of customized applications.
- Maintain the Mission Internet and Intranet web sites.

User support

- In case of system breakdown, handle its recovery in line with the restart procedures.
- Provide on-site support on a day-to-day basis to over 65 users for network services.
- Record any incidents in a log book and reports to the Systems Manager.
- Prepare, plan and provide end-user training on the use of Mission's Application portfolio.
- Provide end-user with summarized user guide of hardware/software.
- Maintain accurate and up-to-date operating manuals for network hardware/software.

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2. INFORMATION SYSTEM SECURITY AND DATA INTEGRITY

- Ensure that all the information systems managed are operated, on a day-to-day basis, in compliance with the Agency's information security policy and guidelines.
- With the Mission ISSO's and the Systems Manager's coordination, implement information systems security standards for information systems.
- Report to the Senior Computer Management Specialist and the Mission ISSO (Information Systems Security Officer) any security incidents related to LAN and telecommunications systems supporting Mission's and SOs' activities or system users.
- Disseminate the Agency's system security policies, procedures, and guidelines.
- Maintain an inventory of all hardware, operating system software, licenses, application software, peripheral devices, telecommunication equipments, and communication links that are part of the Mission Information and telecommunication Systems managed, and report all incidents of lost, stolen or misused equipment to the Mission or Agency ISSO.
- Ensure that daily or weekly incremental or full backups for servers and telecommunication systems are performed and verified, and rotate media offsite. Ensure backup files can be restored from tapes.
- Ensure that the LAN/Tel operation room and any cabinets dedicated to LAN/Tel purpose are in good running conditions.

3. MANAGEMENT ADVISORY SERVICES

- As Deputy Senior technical advisor to the Mission on all aspects of Information Systems Management, provide recommendations and counsel the mission management staff and project offices regarding the use and application of network and microcomputer technology.
- Analyze future needs for IT equipment acquisitions.
- Prepare and submit to the Senior Computer Management Specialist, the annual operating budget requirements for the on-going equipment maintenance of the ISM office to meet mission support objectives.
- Participate in planning, problem resolution, and reviewing of ISM Office performance.
- May perform any other IT related duties assigned by the Systems Manager or as required by IRM/TCO, to meet Mission and agency goals.

REQUIRED QUALIFICATIONS

Education:

Master degree or the equivalent of five years academic study in Computer Science or Information Systems Technology Engineering or other related field. An advanced degree in Computer Science or Information Systems Technology Engineering is desirable.

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Prior Work Experience:

Five years progressively experience in computer systems administration. Familiarity with large, complex organizations or corporate environments. Demonstrated experience in LAN (Local Area Network), WAN (Wide Area Network), Internet, remote access, network monitoring tools. Experience in Website development. Experience in PBX administration, programming and maintenance. Experience in software and hardware support.

Language Proficiency:

Fluency in English

Fluent professional level speaking, reading and writing at the level IV in English is required. At this level, an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate Malagasy and/or French language into precise and correct English, and English into French. On occasion, this may require acting as an interpreter in situations where considerable importance attaches to proper word meaning.

Good working knowledge in French

At this level the applicant is required to have a good working knowledge of both written and spoken French. The applicant should be able to read and understand agency regulations, operating instructions, memoranda, and related material concerning the field of work, to prepare correspondence and standardized reports, and to communicate effectively with French speaking partners and the general public.

Job Knowledge, Skills and Abilities:

Applicants who do not include a discussion of knowledge, skills, and abilities in the application will not receive further consideration.

- Thorough knowledge of network operating systems, systems administration and analysis.
- Solid knowledge of computer (software and hardware) and its preventive maintenance.
- Solid knowledge of network infrastructure including potential uses and limitations.
- Good knowledge of Information Systems Security practices.
- Good knowledge of voice, telephone and data communication systems operations and services.
- Good knowledge of specialized test equipment and diagnostic tools for troubleshooting computer systems.
- Demonstrated knowledge of standard communications wiring, color coding and connection schemes.
- Excellent knowledge of voice, telephone and data communications systems operation, services and installations.
- Strong analytical and problem-solving skills.
- Strong interpersonal and communication skills.
- Ability to establish goals and set priorities.

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- Ability to provide a collaborative work style.
- Ability to provide training, operational guidance and information to end-users.
- Ability to maintain knowledge of network-related emerging technologies.
- Ability to work under pressure, handling significant problems or tasks which come up simultaneously or unexpectedly.
- Permanent availability.
- Must give high performance with minimal supervision.

CLEARANCE: The selected individual must obtain medical and security clearances before starting work (USAID/Madagascar will assist in this matter).

SALARY: Position is classified at an FSN-11 Grade. The selected candidate will be hired at "trainee" level for the first year.

DEADLINE: Submit a completed and SIGNED OF-612 application form, available at USAID vacancy website:

<http://www.usaid.gov/missions/mg/work/vacancies.html>

and at USAID/Reception, a CV, an application letter, and copies of pertinent degrees and certificates by **2:00 pm, Friday, October 9, 2009** to USAID/Madagascar EXO/HR, Tour Zital, 6th Floor, Ankorondrano, Antananarivo, Madagascar, or to the following e-mail address:

AntananarivoUSAIDHR@usaid.gov.

Please mark the envelope and/or e-mail subject line with:
"PERNOT 2009-05".

TO BE CONSIDERED, applications must include all the required documents and be received at USAID Office by the above deadline.