

Mission Notice
US Agency for International Development (USAID)
Mission to Zimbabwe

Mission Notice No: 15-08

Date: July 10, 2015

Open to:

All U.S Mission Locally Employed Staff (LES) – All Agencies

Current employees serving a probationary period are not eligible to apply

All Zimbabwean citizens or legal Zimbabwean permanent residents, with the required visa/permit to work and live in the country (proof of paperwork will need to be provided)

Official Title: Information Technology Support Assistant
Office: Executive Office Division/Systems Office

Position Grade: FSN-8
Salary Range: US\$25762 – US\$37352 basic salary grade range

(Candidates may be selected at a lower grade (at the trainee level) and be promoted when eligible and have met the full job requirements of the position)

The US Mission in Zimbabwe 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.

Opening Date: July 10, 2015

Closing Date: July 24, 2015 (1700 hours local time)

Work Hours: Full time; 40 hours per week

BASIC DESCRIPTION OF THE POSITION:

Within the Executive Office (EXO) of USAID Zimbabwe organization, the Systems Office is responsible for providing information technology (IT) support services which include data and word processing to the USAID community in Zimbabwe. The responsibilities of the Information Technology Office include providing IT support to all Mission users, maintaining the local area network, providing network access to users, providing IT applications training, installation of IT equipment (desktops, printers and scanners) and software, maintaining the mission's IT inventory, configuring and managing the Mission's mobile devices (iPhones, iPads and laptops), maintaining the IT Contingency plan and the System Security Plan, managing and maintaining the telephone system and ensuring the security of the mission's data. The incumbent will assist the Mission in the following areas: system operations, management, maintenance, troubleshooting, procurement, installation, hardware/software inventory, user support and

training. He/She will also provide operational training and consultation of various information technology aspects to computer users at post.

SPECIFIC DUTIES AND RESPONSIBILITIES:

LAN Operations, Installation, Modification and Maintenance (30%)

The IT Assistant will ensure that the computer systems, namely the LAN, Servers and desktops, are operating at optimum levels with minimal down time if any. He/she will be responsible for carrying out data security and disaster recovery procedures by making sure that important system and data files are backed up to tapes, and the tapes are stored in a secure environment at an off-site facility. The IT Assistant will use the Ncircle security vulnerability scanning system to check and resolve vulnerabilities, and work with the ISSO team to ensure the Mission consistently maintains high monthly security grades. He/she will work with the IT Specialist in the planning and setting up of new wiring, as well as advise the EXO on obsolete IT equipment for disposal.

Installation, Maintenance and Troubleshooting (30%)

The IT Assistant will be responsible for the installation of new hardware and software, as well as scheduling installation process with Facilities Maintenance to ensure that all computer cabling and electrical wiring and sockets are installed properly and in the desired location. He/she will be responsible for scheduling required maintenance of all IT equipment to ensure efficient functioning, and maintaining an inventory of all hardware and software that is owned and installed by the agency. The IT Assistant will ensure that computer equipment is operated in accordance with Agency computer security policies, standards, and guidelines. He/she will perform troubleshooting for all hardware problems, including computer cabling and LAN wiring and will identify problems and organize for them to be resolved by IT staff, or contractor personnel responsible for equipment maintenance.

User Support and Application support (30%)

The IT Assistant will be responsible for managing the IT Help Desk, reviewing user requests for assistance in hardware/software operational problems on the network and elevating assistance requests to supervisor or outside technical contractor to resolve when problem is beyond their level of technical expertise. He/she will create/transfer/delete user accounts, user directories on the network, and set up the correct access rights to network files and directories. He/she will prepare working stations for Mission TDyers and make sure accounts are up-to-date and are included on the Mission distribution lists for long term visitors. The IT Assistant will be responsible for assisting Mission users who need to establish teleconference and video conference sessions with Washington or other Missions, and will recommend equipment upgrades/ purchases when necessary. He/she will be responsible for supporting the Mission/Agency wide applications: GLAAS, E2 and ASIST, following the guidance and procedures which have been issued by M/CIO for creating, reviewing and disabling access.

Administrative tasks (10%)

The IT Assistant will be responsible for processing petty cash requests and payments for IT related purchases or services, as well as issuing laptops/iPhones/iPads/cameras/remote

secure access tokens to Mission users after approval by the EXO, inspecting the equipment upon return.

QUALIFICATIONS:

- A. Education:** A diploma in Information Technology/Computer Science is required. Additional post qualification technical training in Information Technology or related fields as well as certifications in IT field is highly desirable.
- B. Experience:** A minimum of three years of progressively responsible experience in clerical and IT operations work is required, at least one year of which should have been spent operating and providing support for information systems.
- C. Language Proficiency:** Level III (Good working knowledge) verbal and written English is required.
- D. Knowledge, Skills and Abilities:** Good knowledge of the capabilities and limitations of the computer equipment and software installed at post; elementary fact-finding techniques; and standard business practices. Knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to a post, mission, or agency or to provide for transmission of text and data files by telecommunications. Good technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the organization's computer resources. Good interpersonal skills to develop and maintain two-way communications and promote computer and automation services.

Scoring of the selection criterion detailed above will be done through paper review, an oral interview and/or written exercise.

TO APPLY:

Interested applicants must address all the above qualifications in their application. An application should be addressed to the Human Resources Office and include:

1. An application letter, detailing how the applicant meets the above qualifications. Please type in the letter your response to each item, e.g. Education, and state how you meet the requirement. Failure to do this will result in you not being shortlisted. Your letter must address each of the qualifications listed above.
2. A current resume relevant to the position (no more than 2 pages)
3. Any other documentation that addresses the qualification requirements of the position listed above.

SELECTION PROCESS:

After an initial application screening, the best qualified applicants may be invited to a testing process, which may include an oral interview and a written exercise. The written exercise may consist of a timed session, where the candidate will work on the computer and answer a specific question, using either word or excel or both.

The final phase of the selection process is the probationary period of one year. Medical and security clearances are also required before employment can begin.

Please note: only short listed candidates will be contacted with the results of the final selection. If you do not hear back from us by August 21, 2015 you were not shortlisted. Due to the great number of applications received, we are not able to contact each applicant.

PLEASE FOLLOW THESE INSTRUCTIONS FOR SUBMISSION:

Both email and hand delivered applications are accepted. Please submit email applications via email to: zimrecruit@usaid.gov.

Please note: Applications should not be more than 1mb in size if emailed.

Applications can also be hand delivered or by courier to:

USAID/Zimbabwe
EXO/HR
No 1. Pascoe Avenue
Belgravia
Harare

OR

Sent via the postal service to:

USAID/Zimbabwe
EXO/HR
P.O. Box 6988
Harare

Please indicate Reference: **15-08 Information Technology Support Assistant** in the subject line of the application email and in the subject line of your application letter.

Applicants who fail to follow all the application requirements stated above will not be short listed.

Applications should be received no later than **1700 hours (local time), July 24, 2015.**

For any queries, contact the HR Office on 252420 Ext. 235 or 256.

Issued by:
Executive Office



Robert Appiah
Supervisory Executive Officer