



USAID | ETHIOPIA

FROM THE AMERICAN PEOPLE

DATE: OCTOBER 13, 2016

FROM: HUMAN RESOURCE OFFICE, USAID ETHIOPIA

SUBJECT: JOB/VACANCY ANNOUNCEMENT NO. 16/16

TO: ALL QUALIFIED APPLICANTS

TITLE OF POSITION: COMPUTER MANAGEMENT ASSISTANT

LOCATION OF WORK: U.S. EMBASSY, ENTOTO ROAD

HOURS: FULL TIME 40 HOURS PER WEEK

FINAL FILING DATE: OCTOBER 27, 2016

SALARY: FSN-8 USD 11,886 to USD 21,390 per annum depending on the candidate's earning history, qualifications and experience.

BASIC FUNCTION OF POSITION: Within the Executive Office of USAID Ethiopia, and two associated offices of USAID/USAU and USAID/Djibouti, the Executive Office's Information Technology (IT) team is responsible for providing computer network operations and support for Mission's approximately 250 staff. The position assists with the oversight and daily customer support of 250 staff using 20 network multi-function printers, 20 desktop printers, over 250 personal computers, mobile devices, including, but not limited to, iPhones, iPads, temporary duty phones, laptops, personal recovery devices, a server room with 10 servers, network switches, firewalls, a tape backup system, routers and 200+ Server-Based Computing hard and soft tokens. Equipment is managed in the Embassy compound with several kilometers of fibre optic and unshielded twisted pair cabling covering multiple floors and buildings connecting to AIDNet through a local internet service provider and a backup link through a State Department managed satellite.

The Computer Management Assistant will ensure EXO/IT support for the full life cycle of the mission's information technology needs. The Computer Management Assistant will identify concerns and inconsistencies, support analysis and problem solving to resolve IT issues to improve IT practices, ensure improved consistency support for all offices, escalating any unresolved issues to the Supervisory Systems Manager, as appropriate. As a partner in the IT function, the Computer Management Assistant will provide guidance and interpretation to all offices and ensure best practices within the EXO/IT team. The Computer Management Assistant will both develop and maintain in-depth knowledge of Agency and Mission requirements, ensure personal organization and time management at work, collaborate with team and offices in all IT areas, and the efficiently track and maintain assigned work processes from start to completion. The IT Assistant will ensure that information technology issues within team(s)/offices are facilitated to resolution and will maintain accurate and complete IT documentation and tracking records, providing regularly audits to both paper and electronic files, as appropriate.

MINIMUM QUALIFICATIONS: In order to qualify, the applicant must possess the following qualifications:

EDUCATION: At least two years of full-time post-secondary study (or the equivalent hours spread across a part-time study period) at a college or university and computer science, information science, computer/electronics engineering, or other related subject.

EXPERIENCE: At least three years of work experience in providing application and hardware support in Networked Computer systems environment that includes maintaining and troubleshooting of Windows 2003 based servers, desktop computers, printers, UPSs, telephone systems as well LAN and Wan systems.

LANGUAGE: Level IV English and Amharic language skill, required. English will be tested.

KNOWLEDGE, SKILLS, AND ABILITIES: A basic understanding of USAID policies, procedures, internal controls and reporting requirements. This position also requires knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to the USAID mission. The incumbent must have ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components to determine capability to meet support requirements. Ability to articulate system requirements to managers in order to secure support of computer and automation program and to maximize opportunities for automation. Ability to balance workload demands between the central system and individual user requirements.

For your application to be considered, the following documents must be submitted:-

- Letter of Application/Cover Letter;
- Completed and Signed Application for Employment Official Form–DS-174 found here [Universal Application for Employment \(DS-174\)](#);
- Current Resume/CV;
- Application must be submitted ONLY via addisusaidjobs@usaid.gov and **the email subject must say–Vacancy 16/16 Computer Management Assistant;**
- Please submit the application only once; and
- Late and incomplete applications will not be considered; the application must be submitted before or on 5 p.m. Ethiopian time of the vacancy closing date.

Application letters and Form DS-174 must be signed in ink. If you do not sign and date the application, or if you sign and date the application in pencil, then you lose consideration for the position.

Applications will be initially screened by the Human Resources Office to determine whether applicants have met the advertised minimum qualifications. A list of qualified applicants will be referred to the hiring office for further consideration and screening. Final selection of candidates will be made and those selected will be invited to an interview in order to select the best-qualified candidate.

The USAID mission assumes no liability for the loss or mishandling of applications. For additional information about the position and/or the selection process, please contact the Human Resources Office at 011 130 6002 ext. 6031, 6035, 6137 or 6043.

NOTE: The application form is available free of charge upon request and are also available for download from the internet [Universal Application for Employment \(DS-174\)](#). The final selection of a candidate is based solely on the advertised qualification in a competitive process. Individuals who meet the minimum qualifications are strongly encouraged to apply.