



USAID | SOUTHERN AFRICA

FROM THE AMERICAN PEOPLE

Reference No.: 674-15-1029

Position/Salary Range: **Computer Management Assistant**
FSN-09: R315, 711.00 – R442, 046.00 (Full performance - Basic Salary)
FSN-08: R266, 897.00 – R373, 652.00 (Trainee level - Basic Salary)
Additional benefits include miscellaneous allowance, medical and pension fund subsidy, and dependents' education assistance subject to qualification.

Open To: South Africans and South African permanent resident permit holders.

Location: USAID/Southern Africa
Regional Executive Office (REXO)
Pretoria, South Africa

Opening: August 19, 2015

Closing: September 09, 2015

Work Hours: Full-Time; 40 hours/week

USAID/Southern Africa, an equal opportunity employer, seeks applicants for the above position.

English language fluency (Level IV English), both in oral and written communications, is a requirement for this position. Interested applicants who do not meet this qualification ARE ENCOURAGED NOT to apply as their applications will not be considered.

Basic Function of Position:

The USAID/Southern Africa REXO is responsible for providing Human Resource Management (FSN, USDH, USPSC and TCN PSCs), Information Technology/Data Management, Procurement, General Services, Property Management (both NXP and EXP), Real Property Management, Communications and Records, Travel, Facilities Management, and Motor pool services to the bilateral Mission, and to their client Missions, as appropriate.

The Computer Management Assistant works under the direct supervision of the Systems Manager. The incumbent provides user support and end user training and will be required to solve most problems with minimal assistance. The incumbent acts as a backstop to the Computer Management Specialist when he/she is not in the office. It is critical that Information Systems Security be maintained on the USAID Southern Africa network; therefore, the incumbent must at all times adhere to personnel, technical, administrative, and physical security policies and procedures when USAID Southern Africa equipment is used to support Mission and Agency objectives.

Key areas of responsibility are:

- User support and Helpdesk
- Management of mission laptops and cell phones
- General computer management and maintenance
- Regional training center support

Major Duties and Responsibilities:

User Support and Helpdesk: **(30%)**

- Provide support to mission staff with day-to-day problems they may encounter while using the IT systems.
- Assist staff with all cell phone related problems.

Mission Cell phone Management (25%)

- Setup and issue official cell phones to staff.
- Keep accurate and up to date inventory of all cell phones.

- Manage Vodacom contracts.

Laptop Computer Management (15%)

- Perform weekly anti-virus updates.
- Apply monthly Microsoft windows updates.
- Maintain up to date inventory of mission laptop computers in the Track-It library.
- Issue laptops to mission staff when going on TDY visits.

General Computer Management and Maintenance: (10%)

- Under the guidance of the System Manager the incumbent has responsibilities for troubleshooting and resolution of problems that may arise on mission desktop computers and networked laser printers.
- The incumbent acts as a backup to the responsible Computer Management Specialist for managing the Cisco phone system.
- Liaison with support vendor might be required when solving technical issues.
- The incumbent shares responsibility with the other IT staff for setting up new desktop computers with the USAID/W approved software image and to ensure that all mission specific applications are installed and correctly configured.
- Installation and setup of multi-function printers is required.

Video Conferencing and regional center training support (10%)

- The incumbent shares responsibility with the other Computer Management Assistant for setting up video conferences and scheduling test connections before a conference takes place. Liaison with USAID/W, other USAID missions, and grantees' video conference technicians is required.
- The incumbent will be required to assist with classroom setup and provide support to the regional training center.
- Liaison with the Embassy IMO and Department of State diplomatic trainers will sometimes be required.

Personal Development: (5%)

- Periodically attends training & seminars to maintain relevant IT skills set. Enrolls for online courses to develop new IT skills and competencies. Subscribes to news groups and IT publications to stay informed of the latest developments in the IT industry.

Other job related duties as assigned (5%)

Required Qualifications at the Full Performance Level:

Education: Completion of education or training resulting in the following formal IT qualifications.

- Microsoft certified desktop support technician (MCDST) or A+
- Microsoft certified systems engineer (MCSE)

Prior Work Experience: Three to five years of progressively responsible experience, at least three years of which should have been as a computer support specialist.

Post Entry Training: On the job training. Appropriate technical training may be supported where necessary.

Language Proficiency: Level IV (fluent) written and oral English proficiency is required.

Knowledge: Sound knowledge of TCP/ IP, Ethernet Topology, LANS, WANS, WiFi, Microsoft Windows 2008 Server, Windows 7 Professional, MS Office 2010 Professional, Google Apps and Apple mobile phone technology. A sound knowledge of standard business work processes, management principles and fault finding techniques. Must have sound knowledge of USAID administrative regulations pertaining to information systems and in-depth knowledge of standard operating procedures.

Skills and Abilities: Good communication and interpersonal skills are essential as the incumbent is required to liaise with and provide support to all mission staff including senior management. Strong multi-tasking capabilities with the ability to work well under pressure in a dynamic environment, a passion for improving processes and strong commitment to customer satisfaction.

POSITION ELEMENTS

- Supervision Received: The incumbent is directly supervised by the Systems Manager.
- Available Guidelines: ADS 541, 545, Agency specific application admin guides, documentation on TCPIIP and FTP, technical assistance from local vendors, IRM Web site, World wide web, Windows 2008 Day-to-Day Management Guide, Windows 2008 Resource Kit.

- Exercise of Judgment: The incumbent is expected to exercise considerable judgment in the operation and maintenance of the computer system and its applications.
- Authority to make commitments: None.
- Nature, Level, and Purpose of Contacts:

Level of contact	Purpose/Skill	Frequency
Mission staff	Support and guidance on IT issues	Daily
Outside contractors	Escort, request support	Monthly
USAID Washington	Request support	Quarterly
DOS trainers	Provide class room setup support	Quarterly

- Supervision Exercised: Oversight of outside contractors.
- Time Required to Perform Full Range of Duties: 6 months.

Evaluation Criteria and Weights:

1. Education/Weighted 5% based on initial application review;
2. English Language Skills/Weighted 20% based on application review, written assessment and interview;
3. Prior Work Experience/Weighted 25% based on application review and interview;
4. Knowledge/Weighted 25% based on written assessment and interview; and
5. Skills and Abilities/Weighted 25% based on written assessment and interview.

How the Selection will be made:

The successful candidate will be selected based upon the following:

1. A preliminary review of the applicant's submitted package (which includes the cover letter and CV) to establish that minimum educational and English writing fluency requirements are met;
 2. tests to include an English writing skills test, a Microsoft Office proficiency test that might include any of the following: Word, Excel, PowerPoint; and any technical skill test that might be deemed appropriate;
 3. a personal or telephone/DVC interview; and
 4. reference checks.
- USAID/SA's Human Resources Section will perform the preliminary review (Step 1 above) to eliminate those applications that do not meet the minimum educational and written English language requirements before forwarding the rest to the Technical Office or Technical Evaluation Committee (TEC) for further review and assessment.
 - The Technical Evaluation Committee will review each of the forwarded applications against the established evaluation criteria to develop a shortlist of applicants to be tested and possibly interviewed. Applicants will be contacted for testing (Step 2) and interviews. Based on the results of the tests, however, an applicant otherwise identified for interview could be dropped from the interview list.
 - Following the interview (Step 3) during which the applicant will be evaluated against the established criteria, the TEC will make a preliminary determination of candidates to be considered for employment and forward that list to HR. HR will conduct and document the reference checks (Step 4) prior to advising the TEC of the results of these checks. Please note that references may be solicited from current as well as former supervisors in addition to the references you provide in your application package. References will only be solicited for those interviewed applicants who are being considered for ranking.
 - Based on this final input, the TEC will make its final decision on which candidates to rank order, prepare a selection memo for the review and approval of the Contracting Officer, after which an offer of employment will be made to the successful candidate and unsuccessful candidates who were interviewed will be contacted and advised of their non-selection.
 - As positive medical and security clearances are a condition of employment, the selected candidate will undergo stringent investigation prior to employment with USAID/SA.

USAID/SA reserves the right to hire an applicant who does not meet the required experience level at a trainee level. However, an applicant who does not meet the minimum educational requirements cannot be hired at either a trainee or full performance level.

Applicability:

This position is open to all South African citizens and permanent residents. USAID/SA management will consider nepotism/conflict of interest, budget, section need for continuity and residency status in determining successful

applications. Current USG employees on probationary status (i.e., within their first year of employment) are not eligible to apply.

Compensation:

The Computer Management Assistant will be compensated in accordance with the U.S. Mission to South Africa's Local Compensation Plan (LCP). The plan includes basic salary, miscellaneous allowance, pension fund and medical aid subsidy. Subject to qualification, compensation for dependents' education assistance is also available. The successful candidate's salary level will be based on prior job-related experience and salary history.

To Apply:

ONLY applicants who meet the minimum educational and English language fluency requirements as stated in the solicitation document will be considered. Interested applicants who do not meet these requirements are encouraged NOT to apply since these applications will not be considered.

For an application package to be considered complete, please follow the following instructions and submit your application through one of the channels mentioned below:

1. Ensure that your application is accompanied by a cover letter,
2. Include a CV of no more than 4 pages,
3. Ensure that all communications (including your cover letter) includes the Announcement Reference # and the Title of the Position(s) for which you are applying.

Failure to comply with these instructions may result in your application being considered "non responsive" and eliminated from further consideration.

1. P-net website
www.pnet.co.za

Please note that you will be required to register on the site first before you can upload your application material and/or CV to be considered.

2. E-mail:
jobapplication@usaid.gov

Point of Contact:

Theresa Owusu, Telephone: (012) 452-2358
Lavinia Denation, Telephone: (012) 452-2054

Only short-listed candidates will be acknowledged.

Closing date for this position: September 09, 2015 (Close of Business).

The U.S. Mission in South Africa provides 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. The United States Agency for International Development (USAID) also strives to further equal employment opportunity in all personnel operations through continuing 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.