



USAID | BENIN

FROM THE AMERICAN PEOPLE

TO: All qualified Applicants
FROM: Clemencia Acacha, Supervisory Executive Specialist
Subject: Job Opportunity Announcement Solicitation #: 680-15-004
Date: February 18, 2015

USAID is accepting applications for the following local-hire position

POSITION TITLE: USAID Deputy System Manager
NUMBER OF POSITIONS: One (1)
GRADE: FSN 09 (FCFA 10,904,162 FCFA 19,747,696)
FSN 08 (trainee level FCFA 9,268,722 to FCFA 16,722,140)
OPENING DATE: February 19, 2015
CLOSING DATE: March 11, 2014 at 12:30 p.m Cotonou time
WORK HOURS: Full-time: 40 hours/week

Applicant must be a Foreign Service National or ECOWAS Cooperating Country National (CCN).

Definitions:

Foreign Service National Personal Services Contractor (FSNPSC) employee is a non-U.S. citizen employee hired by a USAID Mission abroad, whether full or part-time, intermittent, or temporary, and inclusive of a Third Country National (TCN) who is paid under the local compensation plan (LCP), and who entered in a contract pursuant to the AIDAR, Appendix J.

Cooperating Country National (CCN) is an individual/employee who is a Cooperating Country citizen or a non-Cooperating Country citizen lawfully admitted for permanent residence in the Cooperating Country.

USAID/BENIN is an equal opportunity organization. We encourage full participation of all qualified and interested persons. Persons with disabilities will be assisted and receive reasonable accommodation.

USAID/Benin anticipates awarding one Foreign Service National contract (FSNPSC) as a result of this solicitation, subject to availability of funds. USAID/Benin reserves the right not to award a contract as a result of this solicitation. This solicitation does not represent a commitment on behalf of USAID. The US Government is not obligated to make an award or to pay any costs associated with the preparation and submission of an application in response to this solicitation.

I. BASIC FUNCTION OF POSITION:

This position is located in the Office of Financial Management (OFM), USAID/Benin, Cotonou. The primary purpose of this position is to serve as the Deputy System Manager and assume the duties of the Systems Manager in the absence of the incumbent.

Duties include: administration of USAID/Benin's automation program; management of operation of USAID/Benin's computer facility; development, maintenance, implementation and support of software system; preparation of IT budget and procurement plan; development of policies and procedures; assistance to Mission ISSO on computer security issues; training users on new software; promotion of USAID/Benin communication through multimedia and new ICT Web development.

II. MAJOR DUTIES AND RESPONSIBILITIES

A. New technology advisor

15%

Evaluates and provides recommendations and cost/benefit analysis on procurement and usage of new technology. Plans and prepares work requirements for service contracts, evaluate proposals, review and approve services, and inspect equipment deliveries and installations for Completion.. Evaluates and recommends procurement options for the purchase of operating expense funded and project funded computer equipment and software. Advises on the computer system's capabilities and limitations with respect to operational management needs and priorities.. Provide input in the development of Mission policy on the use of automated equipment and ensures the post approval enforcement of such policy. Advises on ways to organize, process or perform work to maximize automation

B. System maintenance

25%

Serves as a client analyst and provides primary support for all client based systems in the mission's core application portfolio. Performs periodic system maintenance and backup of data files as required. Identifies problems with the application programs and works with IRM specialist to resolve reported problems. Troubleshoots PC problems to isolate cause and make necessary modifications to hardware, software or peripherals to correct problem. Designs, programs, tests, installs and maintains systems utilizing USAID standard relational database management software or computer assisted software engineering tools. Oversees local vendor in performing maintenance on servers. Develops enhancements on these systems to support additional user requirements. Supervises and/or personally performs the installation, testing and implementation of new versions and/or upgrades of application software. Modifies program applications developed elsewhere to improve efficiency and productivity within the Mission.

C. System backup

15%

Supervises or personally installs PC hardware and peripherals and performs initial testing to ensure these are operating according to specifications. Maintains linkages for the transfer of information electronically between the USAID/Benin System and USAID/W, other Missions and agencies. In coordination with the Systems Manager, manages all PC systems including the LAN and supervises UNIX system utilization, access security, data security, data backup,

system performance, disk storage management and problem resolution. Executes routine system data backups daily to minimize impact on the Mission if data is lost due to unforeseen events. Resolves unusual operational problems to ensure the availability of the systems at all times. Develops and implements an effective backup procedure.

D. Software training

25%

Serves as in-house expert in software productivity. Supervises or Conducts end user training in software packages such as Microsoft Word, Excel, and the use of Intranet and Internet. Serves also as E-learning coordinator and Global English learning coordinator for the Mission in liaison with Human Resources division at Washington

E. System Operation

15%

Develops an annual Automated Data Processing (ADP) acquisition plan based on an analysis of user Requirements and guidance on new technology from IRM. Maintains and monitors the inventory of ADP hardware and software in the custody of the ADP Unit and the warehouse. Conducts day to day operation of the computer system in conjunction with the Systems manager. Supervises systems development efforts performed by contractors; reviews designs, work plans, schedules and budgetary requirements; participates in systems testing and implementation of new software applications. In the absence of the Systems Manager assumes all duties and responsibilities of that position.

F. Other responsibilities

5%

Performs other miscellaneous duties as assigned.

III. QUALIFICATIONS AND EXPERIENCE:

a. Education:

Completion of education or training resulting in a baccalaureate degree, or the host country academic equivalent in the fields of computer science, information systems management, or equivalent is required. Academic cross-over training in another area of business expertise is desired, i.e. Engineering, Accounting or Statistics.

b. Prior Work Experience:

At least five years of progressively responsible work of a program, technical, or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities in the operation, management and utilization of computer systems. At least three years of which should have been in operating computers, providing PC support, and performing programming work. Experience in installations and configuring microcomputer systems, services and maintenance is also required.

c. Post Entry Training:

Will be provided training in USAID unique computer systems through USAID facilities in Washington or in the region.

d. Language Proficiency:

Level IV English and French (fluent) is required.

e. Knowledge:

Must have a thorough knowledge of computer equipment operations management; hardware and software technology; USAID/Benin and agency objectives, relationships, and management practices; technical aspects of analysis, computer application programming, internal and telecommunications protocol implementation; and management advisory services; standard business work processes and management principles and acquisition policies and procedures relative to computer hardware and software. An expert knowledge of systems analysis and design techniques; automation policies, procedures, and standards; and relevant computer languages is required.

f. Skills and Abilities:

Must have the ability to address computer and automation issues from conceptualization and planning through implementation, operational and continuing management stages. Position requires skills in maintaining operational capability and readiness of computers systems. Ability to related proposed projects and priorities to the capabilities and limitations of the methodology and readiness of computers systems. Ability to troubleshoot, diagnose and resolve hardware and software problems and to maximize USAID/Benin's computer resource capabilities. Strong oral and written communications skills and the 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.

Good interpersonal skills, are also required to resolve priority issues, system limitations, down-time, with key officials. Must also have skill in the use of technical and administrative reference material in support of management responsibilities, including system design, equipment procurement, personnel, financial management, etc.

IV. POSITION ELEMENTS

a. Supervision Received:

The Systems Manager exercises general supervision, outlines objectives and evaluates performance. The Systems Manager exercises technical supervision. The System Manager will provide supervision on matters related to the USAID/Benin website.

b. Available Guidelines:

Vendor and manufacturer hardware and software manuals, training and reference materials; the USAID Systems Manager's guide, other written directives from IRM and State Department Guidelines. Agency handbooks and mission orders relating to the USAID operations and administration. Technical manuals on currently installed computer systems.

c. Exercise of Judgment:

Considerable judgment is required in the analysis of hardware/software requirements; determinations as to procedures suitable for automation. Advice and assistance to

managers, in developing computer applications and in applying design, analysis and programming techniques and principles. Judgment is also required to compare applications and equipments against budget constraints and competing priorities.

d. Authority to Make Commitments:

None. The incumbent cannot make final policy or financial commitments on behalf of the US Government. His advice and recommendations, however, are considered to be authoritative and are given considerable weight by the USAID/Benin management and other key staff in reaching commitment decisions in computer system related matters.

e. Nature, Level, and Purpose of Contacts:

Frequent and continuing contact with all levels of USAID/Benin staff to provide advice and technical assistance. Maintains constant liaison with USAID/W IRM staff relative to new product development and their potential impact to USAID/Benin's automation program and for the purpose of exchanging information related to other issues concerning the Mission's automation program.

f. Supervision Exercised:

This is a non-supervisory position.

g. Time Required to Perform Full Range of Duties after entry into the Position:

Twelve months.

V. QUALIFICATIONS AND EXPERIENCE, TECHNICAL KNOWLEDGE, SKILLS AND EVALUATION FACTORS:

Education (20 points)

The incumbent is required to possess a baccalaureate degree in the fields of computer science, information systems management, or equivalent.

Prior work experience (20 points)

At least five years of progressively responsible work of a program, technical, or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities in the operation, management and utilization of computer systems. At least three years of which should have been in operating computers, providing PC support, and performing programming work. Experience in installations and configuring microcomputer systems, services and maintenance is required. Experience in large governmental or quasi-governmental organizations is desired.

Knowledge (50 points)

The incumbent must possess a thorough knowledge of the following areas:

- Computer equipment operations management.
- Hardware and software technology.
- Technical aspects of analysis, computer application programming.
- Internal and telecommunications protocol implementation such as CISCO Systems.

- Advisory services such as Help Desk.
- Standard business work processes and management principles, acquisition policies and procedures relative to computer hardware and software as well as an expert knowledge of systems analysis and design techniques, automation policies, procedures and standards and relevant computer languages are also required.

Language and communication proficiency (10 Points)

An excellent knowledge of English and French (Level IV) is required.

VI. INSTRUCTIONS TO APPLICANTS

Consideration and selection will be based on evaluation of the qualifications and evaluation criteria by a recruitment committee. **Applications should be in English.** Applicants must submit a CV, an OF-612 form and should write a cover letter. **Applicants who do not submit a CV, an OF-612 form and a cover letter in the application will not receive further consideration.** Depth and relevance of qualifications will be primarily assessed by a review of candidates' applications and a written test followed by an interview if applicable.

After candidates' applications have been initially reviewed, only those which give evidence of meeting minimum requirements for education, prior work experience and relevant skills will receive further consideration. The recruitment committee will identify a short list of candidates who will be invited to complete a written exam followed by an interview. After reviewing all results, the recruitment committee will make a determination of candidates who have the requisite qualifications and experience to successfully fulfill the position. **Applications must include the names and contacts information for at least three references** and USAID may seek additional contacts for reference check as appropriate or determined necessary. At least one should be the current immediate supervisor or have been an immediate supervisor.

Candidates who do not wish to have current employers contacted must state this in the application; however such employers would be contacted for references, if candidate is among the most highly rated. Information from reference checks will be included in the final recommendation and ranking of candidates submitted to the contracting officer. These candidates may be invited to return to USAID for additional interviews.

Application forms: Optional Form 612 can be obtained from the USAID website <http://www.usaid.gov/sites/default/files/OF612.pdf>. If you encounter problems downloading the form, please contact Mrs. Clemencia Acacha at cacacha@usaid.gov or Mr. Laurent Kpadonou at lkpadonou@usaid.gov for a copy of the form. Applicants should retain for their record copies of all enclosures that accompany their applications.

Please reference the number of this solicitation when sending your application. Submissions made via e-mail MUST be PDF format. Electronic submissions will be accepted.

Electronic submissions are authorized and are to be sent to: lkpadonou@usaid.gov and cacacha@usaid.gov. Please quote the number and position title of this solicitation on the subject line of your e-mail application.

For those who wish to send hard copies of their application by mail, see the mail address below:

USAID/Benin,
Executive Office (EXO)
Rue Caporal Anani Bernard
American Embassy
01 BP 2012
Cotonou, Republic of Benin

N.B: Mark submissions "PSC 680-15-004" on the application.

Applicants are requested to provide their full mailing address and contact information (telephone and e-mail where available). No response will be sent to unsuccessful applicants.

VII. COMPENSATION

The position grade is FSN 09. However compensation will be negotiated at trainee level within the range of the market value at Grade FSN-08 based upon the candidates past salary. Applicants falling at the FSN 08 will receive an annual salary increase of one step each year up to the maximum step FSN 08 upon fully successful performance. If during the 12 months' probation period, performance is rated unsatisfactory by supervisor and supported by the Mission Director, contractor will be terminated for convenience according to the Local Compensation Plan (LCP). They may move to the higher grade FSN-09 after one year, if they are more than fully successful and experienced to perform all duties and responsibilities associated with the position. Salaries over and above the market value will not be entertained or negotiated. Only salaries and the benefits listed in the local compensation plan (LCP) will be paid. USAID/Benin would like to reiterate that this position has been classified as an FSN position and in no event will this status change to an off-shore hire during the contract term, including extensions, if any.

