



**DATE:** March 31, 2016

**SUBJECT:** JOB VACANCY ANNOUNCEMENT – FSN/2016/04

**TO:** All Qualified Applicants

**JOB TITLE:** COMPUTER MANAGEMENT ASSISTANT

**GRADE:** FSN-9 with the possibility of hiring the employee at the lower grade

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**Note:** Due to the number of applications we receive, only applicants who have been short listed will be contacted by USAID.

## A. BASIC FUNCTION OF POSITION

The Computer Management Assistant position is located in the Information Resources Management (IRM) Division of the Regional Executive Office. The primary purpose of this position is to provide technical support to users in Senegal Mission and in field offices (Niger, Burkina, Mauritania Chad, and Host government facilities in Senegal), install, maintain and repair Mission's computer equipment including Local Area Network (LAN) system, PC system, core servers, and network devices; and advise Mission on all computer/telecommunication related issues. S/he performs and provides analysis, programming, operations and management advisory service in support of increasing efficiency and effectiveness of operations through increased automation. S/he provides management advices and recommends procurement of software and Information Technology (IT) equipment..

## B. MAJOR DUTIES AND RESPONSIBILITIES

### 1. User Assistance and Technical Support: (50%)

Assists users on a daily basis resolving operational problems with PCs/LAN, and software applications. Provides first level support for resolving telephone problems. Advises Mission personnel on all computer/electronic related issues. Provides training to Mission staff and implements appropriate tools to automate Mission business processes. Performs server backup and restoration operations.

### 2. Writes and/or maintains application programs (20%)

Writes application programs based on specifications and system architecture developed during analysis. Modification of program applications developed elsewhere; training of users in application and vendor software.

### 2. Installation, Maintenance and Repair: (20%)

Performs/assists with the installation and maintenance of computer equipment, and software applications. This entails installing new computer equipment and software applications; and maintaining installed computer equipment and software applications.



Performs diagnostic checks and troubleshoots LAN System including Servers, Workstation PCs, network devices, and cable plant. Performs preventive maintenance on computer equipment. Repairs cable problems. Assists in first level maintenance and installation of telephone equipment. Installs option cards and network interface cards in PCs and ensures proper operation.

**3. Administrative tasks: (10%)**

Assists in maintaining inventory of all IT related items including hardware, software, supplies and spare parts. Maintains the Equipment Inventory System database. Tracks original software and documentation and ensures proper registration. Performs receiving function for IT equipment. Documents receipt of ordered items. Notes any items which are missing, back ordered, damaged, etc., and advises appropriate offices regarding computer problems.

## C. REQUIRED QUALIFICATIONS

- a. **Education:** Completion of education resulting in a College degree, or the host country academic equivalent (DUT, BTS) in the field of computer science.
- b. **Prior Work Experience:** In-depth experience in hardware and software systems maintenance. Broad knowledge of computer technologies. Three (3) years or more experience as Systems' Maintenance Specialist in a Network environment. Experience in computer programming (ASP/VB.NET, Drupal, Java). Experience with USAID computer systems (Intel Pentium PCs, APC UPS, HP LaserJet printers, Cisco Routers and Switches, Handheld devices (iPhone, iPad) and Operating Systems (MS-WINDOWS Client and Server, UNIX/LINUX, Apple iOS)..
- c. **Language Proficiency:** Level III in English (good Working knowledge of English). Level IV in French.
- d. **Job Knowledge:** Thorough and expert knowledge of Hardware and Software Systems maintenance; hardware and software technology. Broad knowledge of computer technologies (Micro, LAN/WAN).
- e. **Skills and Abilities:** High level of competence in computer diagnosis, troubleshooting and repair; in managing a diversified group of operational personnel. Superior adeptness in computer systems logic and testing.

## D. POSITION ELEMENTS

- a. **Supervision Received:** Work is performed under the general supervision and guidance of the Systems Manager who outlines objectives and reviews accomplishments for conformance with policy and furtherance of goals.
- b. **Supervision Exercised:** Position is non-supervisory.
- c. **Available Guidelines:**

Available guidelines; vendor and manufacturer hardware and software manuals; training and reference materials; and Agency and State Department guidelines

- a. **Exercise of Judgment:** Judgment is required in maintenance and repair of hardware, technical assistance to Mission personnel, network configuration, and troubleshooting applications software.



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**ure, Level, and Purpose of Contacts:** Frequent and continuing contacts with all levels of Mission, associated agency personnel, local contractors etc. to ensure Mission requirements are met, USAID/W CIO personnel to obtain and exchange information.

c. **Time Expected to Reach Full Performance Level:** six months.

**HOW TO APPLY:** Interested applicants with existing Senegalese Work Permits or who possess Senegalese Work Permits **MUST** submit a complete application package which includes:

- A cover letter,
- An OF-612 form (form can be found on this web site: <http://senegal.usaid.gov> under “doing business with USAID - Job Opportunities – Application form”) and
- A detailed resume plus 3 References.
- Copies of relevant degrees.

All the above mentioned documents are **REQUIRED** and must be prepared in English and should be addressed to:

Human Resources Management Specialist  
Routes des Almadies  
B.P. 49 - Dakar, Senegal  
Or  
Email address: [usaiddakar-hr@usaid.gov](mailto:usaiddakar-hr@usaid.gov)

## **Deadline to receive applications: April 19, 2016**

***EQUAL EMPLOYMENT OPPORTUNITY: The US Mission in Senegal 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. USAID/Senegal also strives to achieve equal employment opportunity in all personnel operations through continuing diversity 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.***