



USAID | GUINEA

FROM THE AMERICAN PEOPLE

1. SOLICITATION NUMBER: SOL-675-15-000002
2. ISSUANCE DATE: March 2, 2015
3. CLOSING DATE AND TIME: March 20, 2015. 16:30 Local Time,
4. POSITION TITLE: SYSTEMS MANAGER
5. OPEN TO: All Qualified Candidates
6. WORK HOURS: FULL TIME; 40 HOURS/WEEK
7. MARKET VALUE OF POSITION: FSN-11 (GNF 128,414,429 – 192,621,650) per annum). *(with the possibility of hiring the employee at the lower grade if successful candidate not fully qualified,)* Final compensation will be based on the individual's salary and work history, experience and educational background.
6. EVALUATION FACTORS: Evaluation of qualifications and experience required of candidates will be conducted on a 100-point scale and weighted as follows: Education (15%); Work Experience (30%); Knowledge, Skills & Abilities (40%); Language (15%).
7. PERIOD OF PERFORMANCE: One year renewably annually for up to a total of five years, subject to availability of funds and satisfactory job performance.
8. PLACE OF PERFORMANCE: Conakry, Guinea.
9. SECURITY ACCESS: Background Check
9. AREA OF CONSIDERATION: Foreign Service Nationals
10. NOTE: *Due to the number of applications we Receive, only applicants who have been Short listed will be contacted by USAID.*

ALL ORDINARY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION

11. STATEMENT OF WORK/POSITION DESCRIPTION:

I. SCOPE OF WORK

A. BASIC FUNCTION OF POSITION:

- This position is located in the Executive Office, USAID/Guinea, and Conakry, Guinea. The primary purpose of this position is to manage information resources of paramount importance to USAID/Guinea & Sierra Leone given the new generation of corporate information systems that are coming on line to meet the Agency's business needs. These new information systems stress extensive user involvement and are designed to increase USAID staff productivity and efficiency. The operation and maintenance of these systems are part of the principal responsibilities of the Mission's Executive Office and its Information Resources Management unit, which services more than 40 users in the mission, including United State Direct hired (USDH), Foreign Service National (FSN), and Personal Services Contract (PSC) staff. The Systems Manager will manage the operation and maintenance of the Mission's current information technologies; oversee the installation and management of hardware/software required for the operation of Agency's new management systems; assist with automation planning and acquisition; provide user support and training; and manage data security.
- The Systems Manager will work under the general supervision of the Executive Officer. In consultation with the Executive Officer, the Systems Manager will complete an annual Work Plan, which will contain his/her overall and specific objectives for the year. Any technical problems encountered with the vast array of hard and software owned by the Mission, will be generally resolved by the Systems Manager without reference to the Executive Officer. The System Manager will, however, keep the Executive Officer abreast of the status of all of his/her work activities.
- The System Manager is responsible to the USAID/Guinea Executive Officer for planning and implementing Information Management Unit (IMU) functions and reporting to senior Mission Management and USAID/W on the status of Agency effort in these functional areas. He is also responsible for the USAID Sierra Leone Information Management Support. Works with the Technical and Support Offices to improve operational systems, assures that systems are operating on cutting-edge technology, provides expertise towards the development of Mission-wide unified activities monitoring system.

B. MAJOR DUTIES AND RESPONSIBILITIES:

1. INFORMATION MANAGEMENT AND ADMINISTRATIVE (40%)

Manages the Information Management Unit (IMU) (1) he establishes work plans; (2) sets priorities; (3) monitors progress and; (4) liaises with other offices. Directly supervises, provides technical oversight, and evaluates each member of the Information Management Staff. Reviews the work of all Information Management staff. Reports to the Executive Officer.

2. SYSTEMS MANAGER (60%)

a) Assists Mission Management in identifying information needs and developing systems to meet those needs and a procurement plan to obtain the necessary equipment and supplies needed to implement those systems;

b) Works closely with AID/Washington (AID/W) and AID/Washington/Chief Information Office (AID/W/CIO) to establish information resource plans, projects, and comprehensive short and long range strategies for Mission automation in compliance with USAID standards and, with Mission Management, develop multiple year budget estimates for acquisition of new equipment, site preparation, software procurement and/or development;

c) As Mission's Alternate Information Systems Security Officer, is responsible for managing and implementing the automated information system security program to protect hardware, software, and Mission data from loss;

d) Schedules and supervises computer center site installations, including all maintenance and repair for hardware, telecommunication and power control equipment, and environmental support systems;

e) Where necessary, acquires contract support to assist in repairing computer equipment and implementing automated systems and Mission IT training by developing scopes of work, evaluating capabilities of prospective suppliers, advising on selection of contractors and supervising contractors and contract staff;

f) As Local Area Network (LAN) System Administrator, responsible for providing optimal use of existing and new technology resources through a Local Area Network (LAN). Supervises day to day network operations and maximizes system performance; provides management advisory services, user support and training; developing, implementing, and monitoring LAN Network protection system; and other related Local Area Network (LAN) duties;

g) Responsible for operation and maintenance of server and desktop operating systems (Windows, Linux, Macintosh Operating Systems (MacOS), iPhone Operating Systems (IOS), etc.). Backstop support for USAID corporate applications (PhoenixViewer, American Electronic Time and Attendance System (WinTA Systems), Executive Office application, Travel system, Documentum, Electronic Personal Administrative Support System (WebPASS), etc.) with a community of 40 Professional Computer (PC) nodes and 20 printers.

h) Supervises the development of programs and processes to facilitate the gathering, storage and use of information;—

i) Responsible for designing, implementing and supervising Mission Information Technology (IT) training for all users, managerial and operational personnel;

j) Accountable for the Information Technology (IT) portion of the non expendable Property Inventory System;

k) Accountable for all Mission Professional Computer (PC) software, including ensuring compliance with third party vendors copyrights laws;

l) Acts as liaison with AID/Washington, Mission /Chief Information Officer (M/CIO) other US Government agencies and Information Technology (IT) related contractors (Uninterruptible Power Supply (UPs), electrical, etc.);

m) Responsible for the establishment and enforcement of Information Technology (IT) Mission Orders laying out policy and procedures relating to use of equipment within the Mission;

n) Assist other Mission Agencies in Conakry and Freetown as requested and provide advice to Technical/support offices and partners on automation planning, sourcing and procurement.

o) Responsible for the Mission's electronic telecommunication equipment (Internet Service provider (ISP) link, Diplomatic Telecommunications Service Program Office (DTSPPO) link ,Bandwidth usage, Voice over the Internet Protocol-Voice Over Internet Protocol (VoIP), email traffic and Internet) .

p) Perform other duties as may be assigned by Executive Officer or Mission Director.

C. QUALIFICATIONS:

Education: (15 POINTS)

Completion of a four year University Degree or Bachelor or the host country academic equivalent, in the fields of computer science, information systems management, or equivalent is required.

Work Experience: (30 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 with respect to the operation, management, and utilization of computer systems. At least one year in a senior level position.

Knowledge, Skills and Abilities: (40 POINTS)

- An expert knowledge of computer hardware, computer programming languages, computer systems operations and their application, and the policies and the procedures relatives to equipment requirements planning, acquisition, funding, and justification. Must possess comprehensive knowledge of strategic objectives, projects, and organizations support, to discern opportunities for increase support, and to resolve operational problem of such supported organizations. Must possess extensive knowledge of the principles, techniques, and methodologies involving computer system analysis, programming, operations, and related aspects of telecommunications. Must possess knowledge of the principles of personnel, financial, and equipment resource management.

- Must possess a valid certifications in Microsoft, Cisco, Linux, Mac-OS, Project Management or Information Systems Security

- Position requires the ability to discuss complex concepts with line managers, users, and other personnel and to related requirements to computer system capabilities; ability to effectively deal with competing user requirements and to negotiate acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively before top management relative to system requirements and obtain needed funding and program support; and ability to advise prospective users diplomatically of system limitations or other priorities and to work out alternatives.
- Position requires exceptional interpersonal skills in order to gain acceptance of findings, recommendations, and decisions relative to computer system operation and support. Must be skilled in supervising a subordinate workforce and/or coordinating support services of vendor representatives and contractors. Must be skilled in using administrative and technical reference material, and relating information therein to technical aspects of management, e.g. systems analysis, design of system architecture, development of standards for tests and evaluation, etc. Must be skilled in applying rules concerning systems acquisition to insure acceptance by of proposals headquarters..

Language: Level III in English and French are required. (15 POINTS)

D. POSITIONS ELEMENTS:

- Supervision Received:** Work is performed independently under the general supervision and guidance of the Executive Officer, who outlines objectives and reviews accomplishments for conformance with policy and furtherance of Mission goals.
- Supervision Exercised:** Supervise one (1) professional level position.
- Exercise of Judgment:** Considerable judgment is required in the analysis of hardware and software requirements, determinations as to procedures suitable for automation, advice and assistance to managers, etc. Judgment is also required to balance must have or nice to have applications and equipment against budget constraints and competing priorities.
- Authority to Make Commitments:** None.
- Nature, Level, and Purpose of Contacts:** Frequent and continuing contact with all levels of Mission, Embassy and associated agency personnel, Contractors / vendors UPS and other representatives in Conakry and Freetown, local electricians, etc..., to ensure Mission requirements are met.
- f)** The incumbent must be willing to travel extensively and frequently to Sierra Leone

II. EVALUATION FACTORS

Evaluation of qualifications and experience required of candidates will be conducted on a 100-point scale and weighted as follows: Education (15%); Work Experience (30%), Abilities and Skills (40%), Language (15%).

III. INSTRUCTIONS TO APPLICANTS:

- A) **Applying:** For applicants to be considered for this position the following guidelines will be adhered to and forms completed, signed and submitted, to allow the evaluation committee to thoroughly and objectively review your application vis-a-vis the requirements of the position.
- i). **Marking Applications:** To ensure consideration of applicants for the intended position, please *reference the solicitation number on your application, and as the subject line in any cover letter*, as well as *using the address/delivery point specified in this solicitation*.
- ii). **CV:** An up-to-date curriculum vitae (CV) or resume. Your CV/resume must contain sufficient relevant information to evaluate the application in accordance with the stated evaluation criteria. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing particular selection criteria. Applicants are encouraged to write a brief appendix to demonstrate how prior experience and/or training addresses the minimum qualifications and evaluation criteria set forth in the solicitation.
- iii). **Form OF-612 OR DS-174:** The submitted form *must* be signed and completed as much as possible and may reference the CV/resume for a greater detailed explanation of work experience rather than repeat it in the OF-612. Form OF-612 is available on USAID Website <http://www.usaid.gov/sites/default/files/OF612.pdf>
Form DS-174 is available on State website at: <http://eforms.state.gov/searchform.aspx>
- iv). **References:** Three (3) to five (5) references, who are not family members or relatives, with working telephone and e-mail contacts. The references must be able to provide substantive information about your past performance and abilities. Reference checks will be made only for applicants considered as finalists. If an applicant does not wish for the current employer to be contacted as a reference check, this should be stated in the applicant's cover letter. The interviewing committee will delay such reference check pending communication with the applicant.
- v). **Posting address:** Completed package Applications should be sent to Conakrypscjobs@usaid.gov or ConakryHR@state.gov.

B) SECURITY AND MEDICAL CLEARANCES

- i). **Medical Clearance**: Prior to signing a contract, the selected individual and eligible dependents will be required to obtain a medical clearance or waiver for the country of performance specified. Instructions for obtaining the medical clearance will be forwarded to the selected individual once negotiations have been concluded.
- ii). **Security Clearance**: Prior to signing a contract, the selected individual will be required to obtain a Security Background Check. This temporary security clearance will be requested while a personal background investigation is conducted. Instructions for obtaining the security clearance will be forwarded to the selected individual once negotiations have been concluded.

EQUAL EMPLOYMENT OPPORTUNITY: *The US Mission in Guinea 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/Guinea 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.