



USAID | BENIN

FROM THE AMERICAN PEOPLE

TO: All qualified Applicants
FROM: Clemencia Acacha Bonou, Supervisory Executive Specialist
Subject: Job Opportunity Announcement Solicitation #: 680-14-007
Date: April 8, 2014

USAID/Benin is accepting applications for the following position:

POSITION TITLE: USAID System Manager
NUMBER OF POSITIONS: One (1)
GRADE: **FSN 09** trainee level (FCFA 10,904,162 to FCFA 19,747,696)
FSN 10 (FCFA 14,836,154 to FCFA 26,171,884)
OPENING DATE: April 16, 2014
CLOSING DATE: May 06, 2014 at 17:00 Cotonou, Benin 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 person. People 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

The Systems Manager is directly responsible for the day-to-day management and operation of all Information Technology resources in USAID/Benin. The Systems Manager supports two USAID Offices - the USAID Family Health Team (FHT) office and the Security, Equity and Prosperity (SEP) office. The Systems Manager is responsible for all computer operations and support of applications systems; installation, maintenance, and repair of all hardware; training; telecommunications; word processing; and systems development. The Systems Manager is responsible for material, program, and organization of the USAID/Benin computer systems, and the automation program. The Systems Manager is responsible for writing and debugging computer programs, when required. The Systems Manager advises USAID/Benin management on the selection, procurement, and distribution of equipment and software within the Mission. The Systems Manager has responsibility for interfacing with vendors, USAID/Benin implementing partners (IPs), USAID/Washington and non-USAID organizations, and for assisting USAID/Benin users in all automation matters. The position requires a broad and comprehensive knowledge of Information Technology – including LAN/WAN management, computer hardware and software, a good knowledge of PC operating systems, Windows XP 7, Server 2003, 2008, Linux, Google Chrome, Apple products, telecommunications, and E-mail. The Systems Manager must have strong technical, communications, and interpersonal skills.

II. DUTIES AND RESPONSIBILITIES:

Technical Duties – 70%

The Systems Manager serves as manager of all USAID/Benin computer operations. The Systems Manager is responsible for installation and integrity of computer systems, establishing security controls for protection of records and files that are not for general information use, backing up system programs and data files, and providing continuing operational hardware and software support for all computer users; interfacing with outside service engineers and maintenance personnel to ensure equipment is properly maintained and operating; managing the expanded use of equipment to simplify workflow and establishing priorities when conflicts occur; and, maintaining a supply of spare parts and inventory of computer related non-expendable property.

The Systems Manager is responsible for ongoing computer operations, including a LAN and PC environment utilizing complex databases, integrated software, and telecommunications; and the proper powering up/down of all equipment, scheduled and non-scheduled system backups, and initiating telecommunications programs, as required, to ensure the effective operation of all central USAID/Benin and alternate USAID/Benin site system hardware/software, as well as peripheral devices throughout USAID/Benin; ensuring adherence by users to the all USAID and Mission Computer Utilization Policy as delineated in Mission Orders, USAID Policies and Procedures, and other documentation.

The Systems Manager functions as administrator of the LAN/WAN, and ensures maximum system performance is achieved and backup of network data is accomplished regularly; expands the existing network, as required, by installing more servers/workstations as needed; installs



server software upgrades and patches; reports systems problems to USAID/Washington/CIO for tracking and resolution; ensures USAID standards are met and maintained throughout the Mission IT infrastructure; connects with the worldwide USAID network; and manages IT services, and user, group, printer, and network security.

S/he is responsible for installation and configuration of all network hardware components, including concentrators, switches, scanners, printers, VSAT satellite communications dish, monitoring of bandwidth availability and use, facilitating internet connectivity and minimizing disruptions, TCP/IP, CD Servers, and other shareable devices on the network.

The Systems Manager supports complex computer-based applications developed by USAID/Washington, other Missions, and other USG agencies and assists users on these applications when necessary; installs or supervises the installation of new applications and subsequent updates; and provides performance tuning of software and hardware to ensure maximum efficiency of systems throughput, disk storage utilization, and user response times.

The Systems Manager provides maintenance and repair of hardware and software, to include contacting USAID/Washington, vendors, other Missions, and other USG agencies; provides highly-skilled troubleshooting of technical problems; exercises independent judgment to determine whether contracts with vendors should be used; schedules maintenance, including preventive maintenance, with vendors, as required, and advises management and Mission staff on maintenance needs and schedules to ensure critical USAID/Benin computer operations are not disrupted. The Systems Manager maintains manual and automated logs and records of all maintenance activities, and submits reports to USAID/Washington on the installation and maintenance of all hardware at USAID/Benin, as required. S/he prepares reports related to automatic data processing (ADP) as required by the Mission and/or by USAID/Washington.

The Systems Manager provides training, personally or by contract, to all USAID staff, as required. Training is provided to individuals and/or groups, based on an assessment of needs (e.g., familiarization training for new employees, or training for all Mission staff upon mission-wide systems changes). The Systems Manager assures training programs and materials developed are adequate for the needs of users, and TDYers on the use of Mission hardware and software.

Management Responsibilities – 30%

The Systems Manager is responsible for strategic planning of USAID/Benin IT requirements, to keep up with a changing work environment. S/he identifies training requirements to ensure staff has the necessary skills to meet Mission IT requirements; coordinates telecommunications services; maintains responsibility for computer systems security, including planning and implementation of IT physical security programs for USAID/Benin equipment and sites; and incorporates security features into network software to prohibit access by unauthorized personnel through management of vendor security features, application enabled features, and virus detection programs coordinating all aspects with USAID/Washington.

The Systems Manager analyzes and advises USAID/Benin Management in the selection, procurement, and utilization of automation hardware and software; recommends configurations



to meet operational demands; reviews Benin USAID office functions for possible automation, investigating new advanced technologies to increase workforce or server system productivity; prepares an annual budget request for required/necessary/optional IT-related equipment; maintains records relating to procurement and receipt of hardware and software, and assembly and installation of systems and software; and, executes and maintains all required reports and system logs.

S/he performs other duties as assigned or required.

III. QUALIFICATIONS AND EXPERIENCE

- a. **Education:** Completion of advanced diploma or a Bachelor degree or equivalent in the fields of computer science, information systems management, electronics engineering, or equivalent, is required.
- b. **Prior Work Experience:** A minimum of five years of progressively responsible work of a program, technical, or administrative nature, with emphasis on analytical, judgmental, and expository abilities regarding the operation, management, and utilization of computer systems is required.
- c. **Post Entry Training:** Any available training courses which are necessary to stay current in the field.
- d. **Language:** Level IV English and French fluency (verbal and written) are required for analyzing and drafting written documentation and formal communications, and to work with overseas and local vendors and computer professionals.
- e. **Job Knowledge:** A thorough knowledge of computer equipment operations management; hardware and software technology; technical aspects of analysis, computer application programming, telecommunications, and management advisory services; an expert knowledge of systems analysis and design techniques; computer languages.
- f. **Skills and Abilities:** The position requires the ability to discuss complex concepts related to computer systems with non-technical users, managers, and other personnel; ability to effectively manage competing user requirements and to negotiate/devise acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively to senior management relative to system security or requirements to obtain needed support and funding; must be able to work independently and in teams; must have good technical skills to troubleshoot, diagnose, and resolve complex hardware and software problems in a cost-effective manner; must be able to relate proposed projects and priorities to the capabilities and limitations of the computer system and components; must have well-developed communication/interpersonal skills to be able to understand priorities of users and to ensure that the IT system is responsive to those needs.



The Systems Manager must be able to manage and coordinate support services from a variety of contractors; to write and debug complex computer programs using at least two computer programming languages; to design, implement, and maintain LAN and PC configurations; and to teach software programs to USAID staff.

13. POSITION ELEMENTS:

- a. **Supervision Received:** The Systems Manager operates with a high degree of independence, and reports directly to the Controller, who establishes basic parameters of work and determines priorities and deadlines in terms of policy, priorities, results to be achieved, and basic approaches. Assignments are made orally and in writing. Routine and reoccurring work is reviewed on a periodic test basis, while task-oriented work is reviewed as completed.
- b. **Available Guidelines:** USAID Handbooks, the ADS, FAM, Mission Orders related to USAID operations and administration, vendor and manufacturer hardware and software manuals, training and reference materials, and consultation with USAID/Washington; and computer systems operations and management literature. Guidance is often incomplete and requires interpretation and creativity to apply to specific USAID/Benin work situations.
- c. **Exercise of Judgment:** The Systems Manager is expected to exercise professional judgment within parameters established by the supervisor, and to apply prescribed guidelines effectively and independently to the work. Considerable judgment is required in the analysis of hardware and software requirements, in determining which procedures are suitable for automation, in providing advice and assistance to managers, etc. Significant independent judgment is also required to balance equipment needs against budget constraints and competing priorities.
- d. **Authority to Make Commitments:** The Systems Manager does not have authority to make commitments on behalf of the US Government. However, the advice and recommendations provided to senior management by the Systems Manager is considered authoritative and given considerable weight in reaching commitment decisions.
- e. **Nature, Level, and Purpose of Contacts:** Frequent and continuing contact with all levels of personnel in USAID/Benin, and in USAID/Washington/CIO. The Systems Manager must be able to develop effective relationships with local hardware and software service representatives, and vendors in the US to ensure quick response at minimum cost on service requests, warranty replacements, upgrades, etc.; and, must be able to communicate effectively with all users and with a variety of contractors.
- f. **Supervision Exercised:** Exercises normal range of first line supervision over the Deputy Systems Manager.
- g. **Time Required to Perform the Full Range of Duties:** One year.



IV. EVALUATION FACTORS:

Education (15 points)

A baccalaureate degree, or the host-country academic equivalent, in the fields of computer science, information systems management, electronics engineering, or equivalent, is required.

Prior Work Experience (35 points)

A minimum of five years of recent, progressively responsible work in a computer-systems environment with emphasis on analytical, judgmental, and expository abilities regarding the operation, management, and utilization of computer systems is required.

Knowledge (30 points)

Must possess extensive knowledge of the principles, techniques and methodologies of computer systems (operations, analysis and applications, programming, connectivity, user support); familiarity with Google Chrome, G-Mail, Microsoft Office, Apple computing products and personal computing devices is highly desirable.

Language & Communications (20 points)

Level IV English and Level IV French fluency, verbal and written, are required. Must possess excellent interpersonal skills and be able to communicate effectively with users in a multicultural environment.

V. 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, professional 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 Mr. Laurent Kpadonou at lkpadonou@usaid.gov or Mrs. Clemencia Bonou Acacha at cacacha@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 680-14-007 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.

VI. COMPENSATION

The position grade is FSN 10. However compensation will be negotiated at trainee level within the range of the market value at Grade FSN-09 based upon the candidates past salary. Applicants falling at the FSN 09 will receive an annual salary increase of one step each year up to the maximum step FSN 09 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-10 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.