



**USAID | ZAMBIA**  
FROM THE AMERICAN PEOPLE

## **COMPUTER MANAGEMENT ASSISTANT JOB ANNOUNCEMENT No. USAID-003-15**

**OPEN TO:** All qualified candidates

**POSITION:** Computer Management Assistant

**OPENING DATE:** March 2, 2015

**CLOSING DATE:** March 27, 2015

**WORK HOURS:** Full-time; 40 hours/week

**SALARY RANGE:** ZMK 146,075.11 p.a – ZMK 228,159.14 p.a.  
Position Grade: FSN-09

### **MAJOR DUTIES AND RESPONSIBILITIES**

USAID/Zambia has an immediate opening for a Computer Management Assistant in the Executive Office. This Foreign Service National (FSN) position will support the management and oversight of the USAID/Zambia Information Technology (IT) network. The incumbent will analyze and address software, hardware, access control, and troubleshooting faults as well as provide advisory and professional development services to USAID/Zambia and management.

#### **1. Systems Management**

To support the overall management of the USAID/Zambia network, the incumbent will:

- Manage all USAID Mission software installations and upgrades to ensure software implementations are running at acceptable levels and in-line with USAID guidelines and procedures.
- Deploy new hardware in accordance with USAID guidelines. Hardware implementations include such devices as desktop personal computers, printers, servers, uninterrupted power supply, geographical positioning systems (GPS) and mobile phones/pamphlets.
- Review and resolve vulnerabilities identified on the USAID/Zambia local area network (LAN) to ensure the USAID Mission is safe from intrusion or malware.

- Assist with the oversight and monitoring of USAID Mission's IT inventory, in liaison with the U.S. Embassy's General Services Office (GSO) Property Team, to ensure accountability for ownership, damage or loss, including the USAID Mission's mobile devices (e.g. iPhones, iPads, GPS, Laptops).
- Manage the USAID Mission's backup and recovery policy. This will include daily, weekly, monthly and annual backup and restoration procedures.
- Update the USAID Mission's Google Intranet Site to ensure posted information is in compliance with Agency and Mission policies.
- Oversee the USAID Mission's entries into the Global Active Directory service to ensure compliance with Agency and Mission user management policies.

## **2. Support**

The incumbent will provide direct, hands-on support to USAID/Zambia staff. In doing so, the incumbent will:

- Manage the USAID Mission's IT Help Desk system to ensure all reported incidents are resolved in accordance with USAID/Executive Office IT service standards.
- Provides end-user support to USAID Mission staff to help staff utilize IT resources to achieve their tasks.
- Schedule preventive maintenance for IT equipment.
- Assist staff in setting up presentations in U.S. Embassy conference rooms and at external sites.
- Ensure minimal downtime for any IT resource.

## **3. Training**

To address the on-going professional development of USAID/Zambia staff, the incumbent will:

- Provide scheduled IT training and capacity building activities on USAID Mission specific software and hardware in consultation with the USAID Executive Office and other USAID Mission Office Chiefs. Training courses may include Google Cloud applications, Microsoft Office, and mobile devices (iPads, iPhones, laptops).
- Review the USAID Help Desk requests to determine areas for on-going professional development and create training modules for end users.
- Meet with new staff and provide an IT orientation and other professional development sessions as requested.

## **4. Special Projects**

To implement new IT initiatives in the USAID Mission, the incumbent will:

- Undertake special projects as directed by the USAID Executive Officer (EXO) or Supervisory Systems Manager.
- Monitor and report on external IT services provided to the USAID Mission, e.g. external serving of USAID Mission printers.

## **QUALIFICATIONS**

- a. **Education:** Bachelor's degree in computer science, computer engineering, information technology management, or related field, is required.
- b. **Prior Work Experience:** Minimum of five years of experience in information technology systems management, design and analysis, and a proven track record in providing sound customer service, is required.
- c. **Post Entry Training:** The incumbent will be required to possess the necessary technical training and skills required to perform the duties/responsibilities required of the position. Post entry training will primarily be on-the-job training on USAID established policies procedures and regulations that govern IT management. Formal classroom training courses will be provided from time to time depending on availability of USAID funding.
- d. **Language Proficiency:** English level (IV) fluency (both oral and written) is required. Language proficiency will be tested.
- e. **Job Knowledge:**
  - Knowledge of capabilities and limitations of computer systems hardware and software installed at post.
  - Working knowledge of applicable networking systems, telecommunications, operating systems, Microsoft Office, Google Cloud utilities, systems analysis and design techniques.
  - Knowledge of Agency guidelines, regulations and procedures.
- f. **Skills and Abilities:** Excellent working knowledge and experience with information technology systems management, design and analysis.

## **POSITION ELEMENTS**

- a. **Supervision Received:** The incumbent will work under the direct supervision of the Supervisory Systems Manager.
- b. **Available Guidelines:** USAID policies, regulations, handbooks and procedures.
- c. **Exercise of Judgment:** Required to exercise judgment on delegated work with limited direct supervision. Must be able to determine the scope of work and make decisions to either resolve directly or escalate.
- d. **Authority to Make Commitments:** The incumbent will have no authority to make commitments on behalf of the U.S. Government.
- e. **Nature, Level, and Purpose of Contacts:** The incumbent maintains direct contact with USAID Mission staff at all levels within USAID. The incumbent regularly interfaces with staff in the Embassy's Information Resource Management (IRM) section. The incumbent maintains direct contact with working-level contacts outside of the U.S. Embassy.
- f. **Supervision Exercised:** N/A
- g. **Time Required to Perform Full Range of Duties:** One year.

**APPLYING:**

Qualified candidates must send:

1. A formal application letter or cover letter;
2. A current CV;
3. Photocopies of all professional certificates and degrees;
4. A fully complete application form DS-174 (available online at <http://www.state.gov/documents/organization/136408.pdf>); and
5. Contact information for at least three professional references.

The complete position description listing all duties and responsibilities is available on USAID/Zambia website: <http://www.usaid.gov/zambia/careers>.

**SUBMIT ALL APPLICATION MATERIALS TO:**

**[EXOZambiaHR@usaid.gov](mailto:EXOZambiaHR@usaid.gov)** (E-mailed applications required.)

The email subject heading *must* read:

**Application: Computer Management Assistant, AID-003-15**

**Only short listed candidates will be contacted.**