



USAID | WEST BANK/GAZA

FROM THE AMERICAN PEOPLE

POSITION ANNOUNCEMENT USAID/ AMERICAN EMBASSY, TEL AVIV

ALL CANDIDATES MUST FOLLOW THE APPLICATION INSTRUCTIONS AND TAKE NOTICE OF THE ADDITIONAL SELECTION CRITERIA SECTION (3) TO MAXIMIZE THE OPPORTUNITY FOR CONSIDERATION FOR THIS POSITION

POSITION TITLE/GRADE: USAID Computer Management Assistant, FSN-8
OPEN TO: All Interested Candidates
OPENING DATE: March 1, 2016
CLOSING DATE: March 15, 2016
TYPE/LENGTH OF SERVICE: Local-hire position, 12 months renewable
POSITION LOCATION: Tel Aviv

The United States Agency for International Development (USAID) is seeking highly qualified candidates for the position of Computer Management Assistant within the Information Technology (IT) Unit in the Executive Office of the USAID Mission for West Bank & Gaza.

1) BASIC FUNCTIONS OF POSITION

The Computer Management Assistant will serve as a member of the Information Technology (IT) team in the USAID/West Bank & Gaza Mission. The IT team provides first-line computer support to Mission users, assisting them with hardware and software problems in person, via phone, and email, to ensure the delivery of computer related customer service support services essential to the efficiency of the Mission's IT systems. The primary purpose of this position is to provide both hardware and software support to the Mission's system users, including installation, maintenance and troubleshooting. Manage certain Mission applications and installs, configures and troubleshoots these programs. Customizes the standard operating system image for desktop computers. Installs and upgrades Desktop Operating Systems and Office Applications on computers. Replaces and upgrades computer hardware, printers, and peripherals. Updates applications with latest patches and provides training to application users. Maintains System standards and security standards on PCs. Installs, Maintains and supports video conferencing, presentations, printers, iPhone, iPad and IT Equipment, and manages the activation/deactivation processes. The position is located in the USAID offices in Tel Aviv and requires the ability to commute to the office on a daily basis. Regular travel to USAID offices in Jerusalem will also be required based on office needs.

2) QUALIFICATIONS SOUGHT:

The application must address the following minimum requirements:

- A Bachelor's (B.A.) degree in the fields of computer science, computer engineering, information

technology management or related field is required.

- Minimum of four years of responsible experience in information technology systems management, design and analysis is required.
 - At least two years of such experience must have been in operating computers, providing computer support, performing programming work, also demonstrating technical knowledge of the installation, implementation and maintenance of desktop hardware and software, managing iPhone/iPads and video conferencing is required.
 - At least two of these four years, should be in a large site providing helpdesk services and a proven track record in providing sound customer service is required.
- Level IV (Fluent) English language, oral and written, is required. Level IV (Fluent) of Arabic and/or Hebrew is required.

In addition, the following skills are required and should be discussed in your application:

- Excellent working knowledge and experience with information technology systems management, design and analysis.
- Excellent technical skills to troubleshoot, diagnose, and resolve hardware and software problems including Windows Desktop operating systems and MS Office.
- Comprehensive knowledge of operating, configuring, maintaining and troubleshooting printers, scanners, iPhones, iPads and video conferencing.
- Working knowledge of applicable networking systems, telecommunications, operating systems, Microsoft Office, systems analysis and design techniques
- Ability to balance the central system needs with those of individual user requirements.
- High-flexibility and physical ability to assist in conducting moves of heavy equipment.
- Knowledge and experience in customer service.

3) ADDITIONAL INFORMATION ABOUT THE SELECTION PROCESS:

- a. Selection will depend upon education, skills and experience of the applicants, as well as references and interviews.
- b. Hiring for this position is based on funding availability as well as security & medical clearances.
- c. Nepotism/ conflict of interest will be considered, and may result in disqualification of candidacy depending on the circumstances. (**See explanation of Nepotism below).
- d. In order for U.S. citizens to be considered for employment, they must be able to provide proof of their local work permit and/or legal status in Israel.

e. Current employees serving a probationary period are not eligible to apply.

4) **HOW TO APPLY:**

- **Please clearly indicate the title of the position you are applying for. Any application that does not specify the position applied for will NOT be considered.**
- Please submit a current, resume/CV in ENGLISH along with a cover letter to **USAID Executive Office Attention HR Department** as follows:
 - By Email: hrwbg@usaid.gov
 - OR**
 - By Fax: (03) 511-4894

Applications must be received at the USAID Executive Office by Close of Business, 16:30, local time, on March 15, 2016

- Applications received after the closing date and time of the announcement will NOT be considered.
- The application must contain all information necessary to demonstrate that the candidate possesses the education, experience, skills and language abilities required for this position.
- Applicants who fail to meet requirements for the position will be disqualified. Only short listed applicants will be contacted for interview.
- If college education is a requirement for the position, a certificate will be required to be provided prior to beginning employment.

5) ***LANGUAGE LEVEL DEFINITIONS:**

Level 1: Rudimentary knowledge.

Rudimentary verbal understanding of a limited vocabulary.

Level 2: Limited knowledge.

Limited knowledge of the written and spoken language, and a vocabulary limited to a specific occupation. Job holder will be able to understand and carry out verbal instructions of a repetitive nature, and prepare simple forms or reports.

Level 3: Good working knowledge.

Good working knowledge of the written and spoken language. Job holder will be able to read and understand, for example, regulations, instructions and related material concerning the field of work, and to prepare correspondence and standardized reports. Job holder will be able to communicate effectively with staff and members of the public in the language.

Level 4: Fluent.

High degree of proficiency in both the written and spoken language, including the ability to translate. On occasion, the job holder may need to act as an interpreter.

Level 5: Professional translator/interpreter.

Ability to deal effectively with highly technical and sophisticated terminology in which fine nuances of

meaning may at times assume major importance, or capable of simultaneous translation as in the case of conference reporting.

6) **NEPOTISM:**

Immediate family members, including relationship by marriage may be employed but cannot be assigned to the same section within the Mission.

Fully qualified candidates for employment are normally hired at the first step of the position grade. In some instances, candidates may be hired at a higher step when exceptional qualifications and demonstrated salary history so warrant. The decision will be made by the USAID Executive Officer.

The US Government (USG) 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. The USG also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.