



USAID | ZIMBABWE

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 21-09

ISSUANCE DATE: April 15, 2021

CLOSING DATE/TIME: May 14, 2021 @ 1700 hours

SUBJECT: Solicitation for a Computer Management Assistant - (Cooperating Country National Personal Services Contractor (CCN/PSC). (*Local Compensation Plan*)

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1, Sections I through V** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the attached information.

Sincerely,

J. Zeb Simpson
Supervisory Contracting Officer

ATTACHMENT 1

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 21-09
2. **ISSUANCE DATE:** April 15, 2021
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** May 14, 2021 @ 1700 hours.
4. **POSITION TITLE:** Computer Management Assistant, (Executive Office)
5. **MARKET VALUE:** \$30,113 - \$43,663 USD equivalent to FSN-7
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of the U.S Government in Zimbabwe. Final compensation will be negotiated within the listed market value.
6. **PERIOD OF PERFORMANCE:** Beginning o/a August 2021.
7. **PLACE OF PERFORMANCE:** Harare
8. **SECURITY CERTIFICATION:** Required
9. **STATEMENT OF DUTIES**

a. General Statement of Purpose of the Contract

The Computer Management Assistant will provide end-user support and shall be responsible for setting up the various hardware and software components, based on excellent problem-solving ability and an understanding of cloud-based systems, LAN and WAN technologies. S/he assists the other IT staff to ensure secure and effective operation of all computer systems, related applications, hardware and software that is used within the mission. S/he will be responsible for first line support to mission users, hardware and software applications, including managing M/CIO ServiceNow Helpdesk system, hardware and software inventory tools. S/he will train system users on basic system, applications and computer functions. This position also takes primary responsibility and ownership for several applications and participates in Mission LAN/WAN operations and maintenance.

b. Statement of Duties to be Performed.

Customer Service

- The incumbent is responsible for providing internal support for mission system users on all USAID's systems and services.
- Duties include answering questions, troubleshooting problems, teaching, or instructing users regarding software, hardware or application functionality, communicating, and educating them on policy requirements.
- Develops support systems to ensure most efficient customer service.
- Briefs and updates mission users upon entry and continuously as needed on USAID IT regulations and policies inhouse services improvements including available new technologies.
- Provides end-user support for USAID corporate applications (ASIST, E2, GLAAS, Phoenix, FactsInfo, DIS, etc), and other approved applications and software packages. Coordinates troubleshooting and supports with M/CIO when necessary.

- Responsible for setup, including imaging of Windows and Apple desktops and laptops, provision of mobile devices (Air Watch, Email Setup, Mobile Device Management, WIFI enrollment, soft token setup, etc.). Prepares audio-visual equipment for presentations and setup video conferencing equipment as needed. Assists with designing materials and provides training to Mission users on the use of IT equipment (Desktops, Laptops, MacBook, iPhones, iPads, etc.).
- Assists Mission users with remote access connectivity, submitting requests for new access, maintaining inventory of all Mission token users, providing token login support.
- Submits software and hardware requests for Mission staff, reviews the software and hardware approval catalogue to ensure staff do not violate Agency policies on software usage.
- Manages the mission's IT helpdesk system (ServiceNow) to ensure that all reported incidents are resolved in accordance with IT service standards, either resolving them directly or escalating and monitoring the resolution process.
- Writes concise, informative tickets and follows up on all tickets in a timely professional manner throughout the problem resolution cycle.
- This position is responsible for adherence to policies and procedures as well as performance expectations and is counted on to recommend and contribute to process improvements.
- Adheres to USAID's core Information Technology policies and all safety and quality requirements including, but not limited to: USAID's policies and operating procedures, and other regulatory requirements; uses time and IT resources efficiently and effectively; engages M/CIO Helpdesk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility.
- Documents resolutions and updates self-help and staff knowledge bases.
- Create a positive customer support experience and builds strong relationships through deep problem analysis and understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers in a professional manner.
- Uses standard methods and policies created at Mission that are in line with M/CIO policies and the Automated Directives System (ADS).
- Drafts, edits, and revises operational procedures, training manuals for new and updated systems, and hardware. Resolves problems with networks and other computer systems to ensure minimal downtime for all IT resources.
- Diagnoses system errors and other issues to contain them before they become too big to manage.
- Reviews the Mission's ServiceNow profile on a monthly basis and validates accuracy of Mission asset information, contact information and LAN information in consultation with the Systems Manager.
- Coordinates with the S/EXO and M/CIO PIV team to ensure that access to AIDNET is maintained for authorized users, including reviewing the M/CIO provided PIV/A expiry list and burning new cards for affected users, and new users.

IT equipment maintenance and procurement

- Updates, upgrades and maintains USAID Zimbabwe's hardware and software inventory in compliance with the Agency's standard requirements and regulations, including the annual M/CIO wall to wall inventory.
- Assists with managing and tracking all USAID Zimbabwe IT equipment continuously. Maintains and repairs IT equipment internally or through contractors. Liaises with vendors as necessary.

- Assists with planning Mission IT procurement including the identification and evaluation of qualified sources of the equipment and services and oversees vendors as necessary.
- Places equipment orders through USAID approved acquisition channels (CounterTrade) or ILMS and follows the acquisition procedures until the final delivery to the Mission. Maintains the mission's IT inventory for all equipment, software, licenses, PC's, mobile devices, printers, servers, and related equipment (monitors, keyboards, mouse, hard drives, and other IT consumables).
- Plans for biannual printer maintenance for all Mission printers and coordinates with vendors for onsite printer repairs whilst ensuring that all USAID security procedures are observed.

Systems Management

- Manages network servers and technology tools in a Windows Servers 2012 environment.
- Acts as a backstop and assists the System Analyst.
- Provides on and off-boarding and setting up user accounts and workstations.
- Deploys new hardware for users in accordance with USAID guidelines.
- Interfaces with System Manager and M/CIO Helpdesk in changes needed for application upgrades or problem resolution.
- Monitors and deals with system performance issues of the operating environment.
- Performs daily system checks and maintenance functions as required to ensure system health. Provides end-user support for printing services, antivirus, monitoring tools, Active Directory (AD), DHCP (Dynamic Host Configuration Protocol), remote server management tools, SCCM, and Agency applications.
- Develops the expertise to train staff on new technologies.
- Enforces standard procedures, and policies guided by the ADS.
- Develops and maintains tools for managing IT resources.

Telephone, Communication Support

- Coordinates with the U.S. Embassy's telecommunications personnel to configure and install new telephone extensions, to repair any faulty lines, and to provide any extra services for the extensions.
- Coordinates with the mobile service providers to resolve any issues related to mobile voice and data connectivity, including working with FMO to ensure monthly bills are paid, unused lines are terminated, data upgrades / downgrades are processed, and managing the TDY lines pool. Troubleshoots any issues with VOIP (Voice over Internet Protocol) systems and applications in coordination with M/CIO and State department, including providing training and manuals to users on VoIP systems and their usage.
- Coordinates with Embassy staff to load post specific configurations on security radios for USAID staff including the allocation of Sel Call IDs.
- Coordinates with USAID/SEC and Embassy to order replacement security radios for USAID and dispose of old security radios according to USAID standards.
- Manages the Mission's PREEMPT program, including setting up and testing satellite phones, PTLs, and all the PREEMPT accessories. Coordinates with USAID/SEC to do quarterly reporting for all PREEMPT kits.
- Manages the check in and check out process for PREEMPT kits, including training users on how to use the equipment and ensuring all kits are tracked.

- Ensures telecommunication equipment assigned to mission incoming users is ready and operational upon their arrival at post.

c. Supervisory Relationship

Supervision Received: The incumbent works with minimal guidance and receives supervision from the Computer Management Specialist. Receives guidance from M/CIO and S/EXO as necessary.

d. Supervisory Controls

Continuing supervision of other Mission staff is not contemplated.

10. AREA OF CONSIDERATION: All Zimbabwean citizens or legal Zimbabwean permanent residents, with the required visa/permit to work and live in the country (proof of paperwork will need to be provided).

11. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

12. POINT OF CONTACT: Zandile Goromonzi, e-mail at zgoromonzi@usaid.gov.

13. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. Education:* At least two years of full-time post-secondary study (or the equivalent hours spread across a part-time study period) at college or university (Diploma in Computer Science or Information Systems) is required.
- b. Prior Work Experience:* One year of work experience required. Candidates will be expected to have and will be tested for a working understanding of common end-user support techniques as related to computer networks, mobile devices and other tech products.
- c. Language Proficiency:* Level IV (fluent) English language proficiency, speaking and writing required.

14. EVALUATION AND SELECTION FACTORS

Offerors who meet the basic qualifications will be rated and ranked according to the following job-related criteria. Top candidates will be invited for a written examination and an oral interview.

Job knowledge (45 Points)

- a.* Professional certification in hardware maintenance, information security or network administration
- b.* Knowledge of inventory management and helpdesk or customer support systems
- c.* Knowledge of cloud-based systems, internet security and data privacy principles
- d.* Knowledge of Security Information and Event Management (SIEM) systems
- e.* Knowledge of local IT vendors and service providers in the Zimbabwe IT market

Technical skills (45 points)

- a. A good understanding of diverse computer systems, including Windows and Mac OS
- b. Demonstrated proficiency in computer applications, including Microsoft applications and general software licensing
- c. Ability to troubleshoot, diagnose and resolve hardware and software problems on endpoint devices including mobile phones
- d. Skills in the use of administrative reference materials in support of IT operations.

Customer service skills (10)

- a. Excellent interpersonal and communication skills to effectively help customers resolve issues
- b. Ability to provide remote and on-site users training and support diverse IT applications
- c. Ability and willingness to function in a collaborative environment.
- d. Ability to work outside regular working hours, including dealing with emergency situations

15. PRESENTING AN OFFER

The application package should be submitted via email to zimrecruit@usaid.gov to the attention of the Human Resources Office and must include:

- a. An application letter, detailing how the applicant meets the above minimum qualifications and selection criteria. Please type in the letter your response to each item, e.g. Education, and state how you meet the targeted minimum qualifications. Failure to do this will result in you not being shortlisted.
- b. A current resume relevant to the position (no more than 2 pages). Any other documentation that addresses the qualification requirements of the position listed above.
- c. Please note: Applications should not be more than 1mb in size.

Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to the email address in **Section I, item 15**. Questions can be directed to the Point of Contact in **Section 1, Item 12**.

To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number **21-09 Computer Management Assistant** in the subject line of the application e-mail and in the subject line of your application letter in the offer submission.

Selection Process: After an initial application screening, the best qualified applicants will be invited to a testing process, which includes a written exercise and oral interviews and reference checks.

A conditional letter offer will be extended pending medical and security clearances.

Applicants who fail to follow all the application requirements stated above will not be short listed.

16. LIST OF REQUIRED FORMS FOR PSC HIRES

Once the CO informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete and submit the following forms.

- a. Medical History and Examination Form (Department of State Forms)
- b. Questionnaire for Sensitive Positions for National Security (SF-86), or
- c. Questionnaire for Non-Sensitive Positions (SF-85)
- d. Fingerprint Card (FD-258)

17. BENEFITS/ALLOWANCES

Benefits and allowances will be communicated to the successful candidate.

18. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing *CCN PSC* awards are available at these sources:

- a. ***USAID Acquisition Regulation (AIDAR), Appendix J***, “Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including ***contract clause “General Provisions,”*** available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf
- b. ***Contract Cover Page form AID 309-1*** available at <https://www.usaid.gov/forms>
- c. **Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs)** for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>
- d. ***Ethical Conduct***. By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “***Standards of Ethical Conduct for Employees of the Executive Branch***,” available from the U.S. Office of Government Ethics, in accordance with ***General Provision 2 and 5 CFR 2635***. See <https://www.oge.gov/web/oge.nsf/OGE%20Regulations>