



USAID | NEPAL
FROM THE AMERICAN PEOPLE

Vacancy Announcement

(Announcement Number: 22-03)

USAID/Nepal invites applications for employment from all interested and qualified candidates for the position of Computer Systems Analyst in the Executive Office, under a Foreign Service National (FSN) Personal Services Contract (PSC) subject to availability of funds.

OPEN TO: All interested and qualified candidates

POSITION: Computer Systems Analyst - FSNPSC-10

OPENING DATE: May 11, 2022

CLOSING DATE: May 25, 2022 – 5:00 P.M. Kathmandu time

WORK HOURS: Full-time; 40 hours/week

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

BASIC FUNCTION OF THE POSITION:

This position is responsible for day to day management of the IT environment, including coordination with M/CIO, Washington and oversight of USAID/Nepal's IT equipment. The job holder is responsible for the secure and effective operation of all computer systems, related applications, hardware and software that is used within the mission. This includes the first line of support to users in mission standard Microsoft Windows applications like Microsoft office suite and Google Suite etc. This position also takes responsibility for several applications, including ASIST, GLAAS, E2, Phoenix, WebTA. This position also supports Implementing Partners in managing their users, user roles and access levels in the Development Information Solution (DIS). S/He is responsible to design, develop and manage Intranet websites and Dashboards. S/he will be responsible for installation, monitoring and analysis of servers and client software. S/He will take part in implementation and monitoring of various telecommunications links, which include ISP fiber optic links, MPLS (Multi-Protocol Label Switching) Circuits, VOIP, VPN (Virtual Private Network) and Dynamic VPN. S/He performs various communications related duties and develops procedures to maintain information systems. S/He participates in Mission LAN/WAN operations and maintenance. The job holder is also responsible for maintaining system infrastructure, including firewalls, Routers and Access Switches, testing computer equipment, backing up systems, installing and updating malware software, installing, and rebuilding existing servers as well as other processes. S/he will help the Computer Management Specialist (Systems Manager) and M/CIO to resolve incidents or events related to systems and supporting infrastructure.

REQUIRED QUALIFICATIONS:

- a. **Education:** A Bachelor's degree in the field of Computer Science is required.
- b. **Prior Work Experience:** Five years of responsible experience with exposure to complex computer operations in a LAN/WAN environment is required.

- c. **Post Entry Training:** Rules of behavior, ADS-545, Information System Security, and other on the job training to familiarize the job holder with USAID's IT system will be provided.
- d. **Language Proficiency:** Level IV (Fluent) Speaking/Reading/Writing English and Nepali is required.
- e. **Job Knowledge:** Advanced knowledge on latest IT technologies and telecommunications equipment. Expertise in the use and application of standard off the shelf software packages and operating systems e.g. Windows workstations and Windows Server OS is essential. Configuration and support knowledge on iPhones is required. Concepts of systems analysis and design, network management, operations are required.
- f. **Skills and Abilities:** Analytical skills in the application of IT tools and resources to resolve problems are required. Strong Technical Skills and knowledge of Databases is required. Expertise on Network Access Switches, Router and other network and system monitoring tools is required. The ability to work well under pressure, attention to details, teamwork and time management skills are required. Strong interpersonal skills in dealing with internal and external customers and users and user problems are essential.

The job holder through orientation and training must be able to promote a work environment that fosters respect for each other, equity, diversity, and inclusion and that does not tolerate harassment, exclusion, and inequality. The Analyst must have demonstrated leadership in integrating and achieving equity, diversity, and inclusion in their area of work in development programming and in the workplace.

A detailed job description for the position can be obtained by visiting USAID/Nepal's website at <http://www.usaid.gov/nepal/careers> or by requesting USAID/Nepal's Human Resources Office (USAIDNepalHR@usaid.gov).

Interested applicants should submit a cover letter and a resume - not to exceed 3 pages - and any other documentation that addresses the qualification requirements of the position as listed in the full job description. Please provide names of three references and their contact numbers and email addresses as well. Please send your application to the attention of USAID/Nepal Human Resources Office, U.S. Embassy Maharajgunj, G.P.O. Box. 295, Kathmandu, Nepal. Applications may be sent electronically to: USAIDNepalHR@usaid.gov

Only short-listed applicants will be contacted to participate in the hiring process.

USAID/Nepal is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Nepali society. We believe that social inclusion and diversity contribute to excellence. USAID/Nepal makes hiring decisions without regard for gender, gender identity, caste, race, ethnicity, disability, marital status, age (if over 40), or sexual orientation. Applicants from ALL backgrounds are encouraged to apply.

Position Description

USAID Computer Systems Analyst -FSNPSC-10

USAID/Nepal Executive Office

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MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Network and System Analysis and Administration

25%

Manage Windows Servers from the Operating System perspective. The job holder is responsible for analyzing and managing updates and patches, new versions of system software and firmware of supported servers. S/He is responsible for managing the Server storage and installation of physical and virtual servers. S/He conducts system audit reviews with System Manager and Mission ISSO (information System Security Officer), coordinating with the System Manager and M/CIO to resolve incidents or events related to systems and supporting infrastructure. S/He helps the System Manager in removal of End-Of-Life old servers and other hardware through migrations and retirements. She interfaces with the System Manager and M/CIO Helpdesk in changes needed for application upgrades or problem resolution. Monitors and deals with performance issues of the operating environment. Performs daily system checks and maintenance functions as required to ensure system health. Perform servers and client systems patch management through SCCM and perform manual patch deployment in systems which are not controlled by SCCM.

Manage Printing Services, Antivirus, Monitoring tools, Active directory, DHCP (Dynamic Host Configuration Protocol), remote server management tools, SCCM, Agency supported applications

(ASIST, GLAAS, Phoenix, WebTA, E2) and VSphere. The job holder also supports Implementing Partners in managing their users, user roles and access levels in the Development Information Solution (DIS). Oversee and maintain the enterprise networked computing environment, ensuring peak performance and compliance with M/CIO standard practices while maximizing efficiency for service staff and members. Analyze, design, test, and evaluate network systems such as local area networks (LAN), wide area networks (WAN), MPLS Circuits, intranet, internet, and other data communication systems. Set up, configure, and support internal and external networks. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Develop and maintain all systems, applications, security, and network configurations. Monitor network to ensure optimum network availability to all system users and perform necessary maintenance to support network availability. Troubleshoot network performance issues and maintain the disaster recovery plan. Recommend and install upgrades, patches, new applications, and equipment. Provide technical support and guidance to the users. May lead other network support and Help Desk, and plan, coordinate and implement network security measures.

Helpdesk and User Support

25%

Responsible for providing best-in-class support for end users on all USAID's systems and services. Support includes answering questions, troubleshooting problems, teaching or instructing customers regarding software, hardware or application functionality, and communicating policy. Job holder will be responsible for ensuring successful completion of IT Service Desk Incidents and related requests. Escalate calls when appropriate. Write concise, informative tickets and follow up on all tickets in a timely professional manner through problem resolution. This role is responsible for adherence to policies and procedures as well as performance expectations and is counted on to recommend and contribute to process improvements.

The job holder 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. S/He accurately and efficiently completes support service requests within the EXO's standard acceptable time frame. S/He provides excellent customer service and addresses and resolves incidents and requests; S/He logs all incidents and requests in USAID Service Central; engages M/CIO Helpdesk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility. S/He uses USAID Service Central for logging incidents and requests. S/He creates a positive customer support experience and builds strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a pleasant professional attitude. S/He analyzes and resolves incidents and requests regarding use of application software, hardware, communications, log and track incidents and requests from identification through resolution. S/He follows up with CIO helpdesk in resolution to ensure incidents are resolved promptly, requests are filled, and the customer communication is complete. S/He documents resolutions and updates self-help and staff knowledge bases.

The job holder provides one on one and classroom training to the users on desktop applications e.g. windows, MS Office Suite and Google Suite when needed.

S/He provides technical advice to AOR/COR on their Implementing Partner's IT procurements and technical queries (Websites, applications, hardware) when requested.

Information Resource Management Support

20%

The job holder manages and makes Agency information available to Mission users through various available approved solutions. S/He creates and manages Intranet site and Dashboard layouts and user interfaces by using standard HTML/CSS practices. S/He integrates data from various back-end services and databases. S/He gathers and refines specifications and requirements based on technical needs as well as creates and maintains software documentation.

System Security and Account Management

15%

Sets up computer access and profiles for Mission users, USAID employees on temporary duty (TDY) and contractors in compliance with CIO rules and regulations. Generates Computer System Access and termination request forms. Establishes server and local computer files system access rights according to user's access privileges. Includes planning and deployment of security solutions which ensure all AIDNET equipment are in compliance with CIO security standard.

Works closely with CIO and IT Security staff in identifying weak points in the system and immediately mitigate any findings and vulnerabilities.

Property Management, Inventory, and Administrative Functions

15%

- a. Responsible for equipment inventory of all IT hardware, software. Works with M/CIO and the State's property management team in reconciling all asset tagged IT equipment.
- b. Maintains an inventory of expendable items like toners and kits.
- c. Responsible for safe keeping of software and their respective licenses.
- d. Periodically assists in receiving/inspecting of delivered equipment and disposal of obsolete or defective items
- e. Executes and files reports on computer's hardware and software configuration regularly.
- f. Prepares forms and maintains files for requests related to LAN access, internet access, and software/application access.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. **Education:** A Bachelor's degree in the field of Computer Science is required.
- b. **Prior Work Experience:** Five years of responsible experience with exposure to complex computer operations in a LAN/WAN environment is required.
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POSITION ELEMENTS:

- a. **Supervision Received:** Performs under the guidance and coaching of the Computer Management Specialist (Systems Manager). Follows established work objectives in conjunction with customer/team needs.
- b. **Supervision Exercised:** Supervision over other employee is currently not contemplated.
- c. **Available Guidelines:** ADS-545, 547, 548, FISMA, Agency Notices, Agency handbooks and Mission Orders relating to computer operations at the Mission. Technical documentation and manuals relating to installed systems, AID/W/CIO Helpdesk guidelines, trade journals, publications etc.
- d. **Exercise of Judgment:** Exercises a broad range of judgment based on standard operating procedures and directions from supervisor and customers.
- e. **Authority to Make Commitments:** Commitments are limited to recommendations in line with the approved, overall Mission automation plan and CIO Helpdesk/Washington guidelines.
- f. **Nature, Level, and Purpose of Contacts:** Contacts will be made at all position levels within the mission, other USG agencies at Post, local computer organizations and USAID development partners (NGOs).
- g. **Time Expected to Reach Full Performance Level:** One year.