

Vacancy Announcement



U.S. Embassy Iraq

NUMBER: 09-45

SUBJECT:
Help Desk Administrator
LES-7

DATE: 11-24-2009

TO: All Interested Candidates

FROM: Human Resources Office

OPENING DATE: November 24, 2009

CLOSING DATE: December 1st, 2009

WORK HOURS: Full time; 40 hours/week

BASIC SALARY: 20,305 U.S. dollars per year for a full time LES-7.

POSITION: The U.S. Embassy is seeking an individual to fill the position of **Help Desk Administrator**. The location of work will be in the **Information Systems Center (ISC)**.

OPEN TO: All Interested Candidates

BASIC FUNCTION OF THE POSITION:

The Help Desk Administrator is responsible for providing Tier I Help Desk support for all Embassy Baghdad OpenNet computer users, either in person or on the telephone. S/he occupies a single position assisting in the administration and support for all Local Area Networks (LANs). S/he is responsible for answering Help Desk calls and logging each call into the Help Desk work order database. The position is located in the ISC which supports 27 U.S. government agencies in Baghdad, 2 Regional Embassy Offices (REOs), and 16 Provincial Reconstruction Teams. The Help Desk Administrator works with four Locally Engaged Staff (LES) personnel in the non-Controlled Access Area (CAA) portion of Embassy Baghdad, under the general supervision and guidance of the Information Systems Officer (ISO).

QUALIFICATIONS REQUIRED: Each applicant must address each selection criterion detailed below specifically and comprehensively, in addition to submitting a CV/résumé or an OF-612 form.

1. **Education:** Completion of secondary school required.
2. **Prior Work Experience:** Two years of progressively responsible experience, primarily of a customer service nature in support of computer systems using Microsoft Office products and Windows operating systems. Extensive hands-on experience using computer applications and office management software such as Microsoft Office, which includes Word, Excel, PowerPoint, and Outlook.

3. **Language Proficiency:** Arabic Level IV (speaking/reading) and English Level III (speaking/reading) required.

(Candidates will be tested on their language and computer skills).

4. **Knowledge:** Must have good working knowledge of modern computer hardware and software such as Microsoft Server 2003, Exchange 2000/2003, and Microsoft Office 2007. Knowledge of organizational structure at post is required as it relates to information processing requirements.
5. **Abilities and Skills:** Must have good customer service skills and be able to ascertain a customer's complaint or problem both in person or over the telephone. Must have good communication skills, strong problem solving abilities, and the ability to explain complex technical matters to non-technical personnel. Must be able to be calm and courteous during a crisis. Must be able to type and enter data correctly. Must be able to translate spoken information from Arabic into English and from English into Arabic.

SELECTION PROCESS: When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

- Management will consider nepotism/ conflict of interest, budget and visa status in determining successful candidacy.
- Current employees serving a probationary period are not eligible to apply.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
- Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
- Must be able to obtain and hold a security clearance certification.
- Under PSA-Plus guidelines, non-host country citizens (American and foreign nationals) must have a host country visa status, which will permit them to obtain work.

TO APPLY: Interested candidates for this position should submit the following:

State on the application that the position applied for is **Help Desk Administrator 09-45**.

- Application for US Federal Employment (SF-171 or OF-612); or a current resume or curriculum vitae that provides the same information as an OF-612.
- Documentation (copies of degrees earned, certificates, awards, etc.) that addresses the qualification required for the position as listed above.
- Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.

REQUEST AND SUBMIT APPLICATION TO:

Human Resources Office,
E-mail: BaghdadHR@state.gov

- * Preferred way of sending applications is electronically.
- * Must attach certificates and documents to the CV/resume.
- * Must mention position title and announcement number applied to.
- * Attached pictures will be discarded

DEFINITIONS:

1. US Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,

- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

**Closing Date for this Position is
December 1st, 2009**

The US Mission in Baghdad 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 Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

Approved: HRO/KDM

Cleared: ISO/DAD

Drafted: HRA/ASD