



COMPUTER MANAGEMENT SPECIALIST

The U.S. Mission in Canberra is seeking eligible and qualified applicants for the position of Computer Management Specialist within the Information Systems Centre.

Salary: A\$118,179 p.a. + superannuation benefits

All applicants must address the qualifications required detailed below with specific and comprehensive information supporting each item.

Incomplete applications will not be considered, so please review the how to apply instructions carefully.

1. Degree in Computer Science, Information Technology, and Information Resource Management is required.
2. At least 10 years performing progressively more responsible work of a programming, technical or administrative nature in the IT field is required.
3. 6 months proven supervisory experience in an Information Technology management related position is required.
4. Level IV (fluent) written and spoken English is required. This may be tested.

For instructions on how to apply, please refer to the duties and responsibilities statement.

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, via email to: usaembrhro@state.gov
By August 5, 2016.

Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted.*

Duties and Responsibilities Statement

**POSITION TITLE: COMPUTER MANAGEMENT
SPECIALIST**

**POSITION GRADE LE- 11
(STARTING SALARY A\$118,179)**

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

Under the general supervision of the Information Systems Officer (ISO), the Deputy Systems Officer is based in the Information Systems Centre (ISC) at Embassy Canberra, and has responsibility for immediate subordinates in ISC and supports the consulates computer networks and applications at Sydney, Melbourne and Perth. In addition, the incumbent supports Embassy Port Moresby financial application systems.

As Deputy ISO for the mission, the incumbent is responsible for the overall day-to-day managerial and the operational systems/application support of the Department of State (DOS) and multiple tenant agencies represented at post. The incumbent is responsible for the overall financial, personnel resources and WEB Post Administrative Software Suite (WEBPASS) applications at post, and provides assistance to the consulates.

The incumbent is the Mission's lead Computer Management Specialist and ensures optimal system performance, providing user support, developing methods to improve system capabilities, implementing LAN protection systems and providing management advisory services. The incumbent extends this service to other posts and acts in an advisory/consultative role for the management of the Sensitive-But-Unclassified (SBU) and Unclassified LANs in Mission Australia. In the absence of the ISO, the incumbent is responsible for the operations and formulations of policy or substantive decision recommendations for consideration by post management. This includes short and long-range strategies for hardware and software needs, participation with specialist to establish plans and projects and provisions of management advisory services.

Major Duties and Responsibilities

Operations Analysis

30%

Incumbent ensures maximum performance of Department of State networks and seeks continual activation of circuits, network and applications via operating system software and utility programs. As a distinguished Computer Management Specialist in the field, incumbent is aware of all Diplomatic System Security guidelines, Foreign Affairs Manuals, Foreign Affairs Handbooks (FAMs and FAHs) and routinely monitors and observes the SBU network and clients' procedures to ensure the Mission systems operate in accordance with all appropriate Departmental guidelines and operate in an efficient, coherent and manageable manner – to ensure that posts' network configurations and expansions conform to the Department's standards.

The incumbent works closely with the post's systems staff and users to maximize the efficiency of the LAN by troubleshooting system problems, recommending, procuring and implementing system improvements, designing or procuring system enhancements, and continuing to expand the capabilities of the SBU/Unclassified LANs. The subordinates seek the Deputy's guidance with automating ISC internal and external technical operations.

The incumbent works closely with the LAN Managers, Program Analyst, Trainer and Computer Management Specialist to ensure coordinated, efficient and reliable backup procedures are in place and well understood by all parties.

The incumbent ensures all necessary computer security procedures are in place. The Deputy works closely with the post American ISSO and ISO as well as the Regional Security Officer and confirms daily responsibility to ensure the confidentiality, integrity and availability of the system in terms of preventing unauthorized access to computer facilities, files and programs in accordance with Department of State Diplomatic Security and Information Resource Management guidance and regulations. Computer security responsibilities include physical security for systems, data security for both on-line and archived data, and user security. The Deputy ensures subordinates report and document violations of security to post ISSO.

The incumbent ensures maxim system performance by monitoring hardware and software usage and performing changes to network configuration. In conjunction with the ISO and LAN Managers, the incumbent is responsible for maintaining the latest revision levels of all software, either for the Department, vendors or local contractors.

2. Systems Management

20%

Advises constituent post's computer systems staff in operation of IT hardware systems and peripheral equipment ensuring equipment is operated in accordance with DOS policies, standards and guidelines. Resolves operational failures with high degrees of complexity due to interconnection of systems at post, networks within the region and the DOS.

Actively monitor support by the DOS Customer Engineering staff, including support for constituent posts, for satisfactory resolution of hardware, software and procurement problems.

Advises constituent posts on unclassified computer security issues including hardware and software access and logon protections, dispositions of sensitive media and monitoring system usage to ensure compliance with DOS standards.

Advises constituent posts in application management functions, including maintaining effective balance of system usage, backup and recovery procedures, file management and operational analysis.

Troubleshoots a wide range of locally developed and IRM based applications.

Incumbent provides advice and support to system staff in the local implementation of these programs by analyzing and developing an effective balance of system work,

establishing recovery, restoration and backup procedures, performing file maintenance and management, investigating potential problems and relaying deficiencies to originating offices.

These applications, which include transactions of cash management, financial reporting and international trading, demand continuous connectivity processing transactions and strict adherence to scheduling – the Deputy ensures everything is running smoothly.

Incumbent evaluates and plans for installation of upgraded hardware and software packages with minimal downtime. Performs complex configuration management, the assimilation of hardware and software to assure systems capabilities are consistent with design capacities. Maximizes systems performance using system-tuning technologies.

3. Management Advisory Services **20%**

Provides computer and application advice to users and post management of post and the multiple agencies, represented at post to include American and LES operation staff at constituent posts. Provides assistance in all facets of computer management including diagnosis and resolution of system problems, development of applications, system usage requirements, computer security concerns and training requirements.

Provides expert advice on all matters of computer procurement including analysis of hardware and software requirements and budgeting for all posts within the Mission.

Incumbent is responsible for advising on recruitment matters with personnel office, clarifying duties and responsibilities and initiating actions on promotions and awards.

In the absence of the ISO, the incumbent provides substantive recommendations for consideration by Canberra and constituent posts' management.

4. Special Projects **10%**

Performs special projects as directed by the ISO. These include the development of comprehensive short and long term strategies for IRM to meet changing requirements; developing budgets for procurement; TDY support; regional connectivity of computer operations and administration of the Information Systems Center.

5. Operations **10%**

The Deputy oversees all the LAN Managers and confirms they perform and documents daily operations to maintain Department of State LANs. The Deputy manages and schedules all the installations and confirms maintenance on all LAN hardware, including core and user peripheral equipment, and LAN operating software, network protocols, a wide variety of Department and third-party applications and utility programs. Ensures proper and timely backups are secured in line with the contingency plan. Performs daily administrative tasks to maintain users on the LAN, including establishment of user accounts, assigning user access to necessary software

components and maintaining logs of all LAN procedures. The incumbent ensures that all users have appropriate access to system resources.

Provides support in all aspects of LAN operations to constituent posts. The incumbent oversees the design, installation and troubleshooting support for the Australian consulates as well as other supported posts as required. The incumbent will be available to visit other sites to help implement new computer hardware and software solutions; to include such projects as LAN installations, functional bureau application installations (such as the Consular, Personnel and Financial management software) and more sophisticated hardware upgrades for the constituent posts as required.

The incumbent works closely with the LAN Managers and provides guidance to correct installation and performance of core LAN equipment including servers, routers, switches, hubs, modems, telecommunications connection equipment, and LAN connection hardware.

6. Telecommunications

5%

Ensures maximum operation, of post's telecommunications networking aggregates for the Consulates, dedicated internet lines for DVC operations, and lines to off-site facilities.

Monitors the communication links for the Embassy and constituent posts to include performance and capacity planning to ensure all links in the Mission are operating per ENM and Department of State policies and standards.

7. System Analysis and Programming

5%

Incumbent oversees posts' local development of database applications, ensuring maximum connectivity to Department issued programs and maintaining adherence to Department and post developed programming standards. The incumbent works closely with the Program Analyst, Training/End-User Support Manager and LAN Managers to ensure coordinated, standardized, and documented systems are produced in accordance with Departmental regulations and requirements.

Incumbent designs, assists with design and/or secures application software from other posts, the Department or public/commercial sources to increase the usability of the LAN. Performs analysis of new applications to determine suitability and adapts and installs improved versions of applicable packages.

Note: This positions description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the supervisor.

QUALIFICATIONS REQUIRED

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Degree in Computer Science, Information Technology, Information Resource Management or equivalent is required.
2. At least 10 years performing progressively more responsible work of a programming, technical or administrative nature in the IT field is required.
3. Proven supervisory experience in an Information Technology management related position is required.
4. Level IV (fluent) written and spoken English is required. This may be tested.

FOR FURTHER INFORMATION

The complete position description listing all duties and responsibilities may be obtained by contacting the Human Resources Office. Contact Michelle Mohr on (02) 6214 5778.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the selection criteria above in the application.

HIRING PREFERENCE ORDER

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
- (2) AEFM / USEFM
- (3) FS on LWOP**

* **IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflict of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a Sensitive BUT unclassified security clearance.
5. Candidates who are EFMs, USEFMs, AEFM, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position at the time of the announcement closing.

HOW TO APPLY

You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential qualifications required of the job advertisement will receive further consideration for the position. Your job application **must** consist of the following documents:

Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

- ✓ Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above):
- ✓ A current resume or curriculum vitae and;
- ✓ A document addressing the qualifications required with specific and comprehensive information supporting each item.

*NOTE: You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential qualifications required on the job advertisement will receive consideration for the position.*

- ✓ (If applicable) Candidates must provide evidence of their eligibility to work in Australia by providing a copy of their work visa or permit, or residency.

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT WITH ONE YEAR WORK APPROVAL TO BE ELIGIBLE FOR CONSIDERATION.

WHERE TO APPLY TO

Regional Human Resources Office
POC: Michelle Mohr
Email: usaembrhro@state.gov

Only electronic applications can be accepted.

EQUAL EMPLOYMENT OPPORTUNITY

The U.S. Mission 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. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix (DEFINITIONS)

Eligible Family Member (EFM): An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner 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; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under [3 FAM 3232.2](#); **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**

- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does **NOT** currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.