



USAID | **SRI LANKA**
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VACANCY ANNOUNCEMENT

INFORMATION MANAGEMENT ASSISTANT

The United States Agency for International Development (USAID) Mission to Sri Lanka is seeking an individual for the position of an Information Management Assistant, at a FSN-09 level, on a 40 hour workweek.

BASIC FUNCTIONS OF THE POSITION:

This position is for a member of the Information Technology (IT) Section of the Executive Office of USAID/Sri Lanka. The incumbent is responsible for providing support to the USAID Local Area Network (LAN) system. This includes support to users in Mission standard Windows applications like MS Word, MS Excel, PowerPoint, Gmail, etc. He/she will be responsible for functional analysis of user operations, requirements gathering and the development of Mission databases and applications to improve user productivity. He/she will share responsibility for developing the Mission Intranet site and any other web development. He/she will work with the Mission's Systems Manager and Mission personnel to maximize the benefit from standard Windows applications and other software packages.

He/she participates in Mission LAN/WAN operations and maintenance. The incumbent will support the Systems Manager in maintaining network security and performance which includes: firewall; anti-virus updates; Windows security updates; and other network appliances. He/she will assist with server, PC, printer and other hardware setup. He/she will take part in monitoring of various telecommunication links which include dial up, VPN, VSAT and other communication related equipment. He/she shares IT training activities with the Systems Manager on a variety of topics.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Provides USAID Information Technology Systems and Application support to the users on all Mission Offices and Advisory Groups. Application support incorporates the use and refinement of hardware, software and user expertise in MS Word, MS Excel, MS PowerPoint, Gmail and Internet. Develops and prepares training materials and conducts training in Microsoft Windows and other Windows based software including those mentioned above.
2. Provides systems hardware support to users on all offices with regard to troubleshooting, repair and maintenance, relocation, management and maintenance of LAN cabling and cable networks.

3. Participates in LAN configuration planning and implementing activities as convened by the senior managers of the IT Section and IT internal customers. Installs new software and trains/assists Mission staff in the use of those software.
4. Assists and supports the Systems Manager in the installing and maintenance of the USAID LAN/WAN hardware, servers, PCs, printers, routers, scanners including loading client software and setting up of client PCs for trouble free operation.
5. Carries out activities relating to various telecommunication links of the AID Network. Monitors the links and reports to the System Manager for any trouble in the link.
6. Performs routine tasks on LAN administration such as: adding new users, maintaining disk directories for users, managing log-in script/profiles and printer locations; selects queues and loads server applications software. Interacts with internal users on a day to day basis and provides support on standard application software packages and other agency software installed on the various platforms.
7. Collaborates with the Mission's Systems Manager to ensure that each device on the USAID/Sri Lanka network meets the USAID ISSO provided guidelines for security and vulnerability. This involves analysis of the vulnerability scans, evaluation of new components that will be added to the network, implementing security patches, updating anti-virus software and scanning incoming media for viruses as well as training users on computer security.
8. Creates and programs client and web based applications for the Mission users. Programming may include the use of any or all of these application sets and programming languages in addition to others, Access, Macromedia Dreamweaver, Active Server Pages, Visual Basic, JavaScript, VB Script and others as necessary. Works with users to understand and gather requirements for software, data base and web development. Is primarily responsible for local application development, the Internet and Web development.
9. Other AIDNet-specific duties as necessary as determined by USAID/Washington/CIO and Mission Management.

QUALIFICATIONS REQUIRED:

- a. **Education:** A Bachelor's Degree in Computer Science or other Information Technology field is required.
- b. **Prior Work Experience:** Three to five years of progressively responsible experience in developing Access database applications, working with Web applications and complex computer operations in a LAN environment is required.
- c. **Language Proficiency:** Level IV English and Level IV Sinhala/Tamil proficiency is required.
- d. **Job Knowledge:** Expert knowledge of present day computer technology, telecommunications equipment and Worldwide Web use plus applicability in work processes is required. Expertise in the use and application of standard off the shelf software packages and operating systems, e.g., Windows 7 and 10 is essential. Concepts of systems

design, network management, operations and maintenance is desired. Working knowledge on programming with Visual Studio, MS Access and web development is required.

- e. **Skills and Abilities:** Analytical skills in the application of IT tools and resources to resolve problems are required. Good interpersonal skills in dealing with users and user problems are also required.

REMUNERATION:

Between Rs. 1,677,363/- to Rs. 2,851,523/- per annum (plus allowances as per the Mission Compensation Plan)

TO APPLY:

Interested applicants for this position must submit the following or the application will not be considered:

(1) Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); **or** a current resume or curriculum vitae that provides the same information found on the UAE form DS-174. The UAE form DS-174 or the Resume/CV **must be signed.**

(2) Any other documentation (e.g. certificates, awards) that addresses the qualification requirements of the position as listed above.

You may download the UAE form DS-174 at: <http://www.usaid.gov/sri-lanka/careers>

TO:

The Executive Officer, USAID/Sri Lanka, via e-mail to: hrcolombo@usaid.gov on or before October 15, 2017. Applications received after the closing date will not be accepted.

Applications that do not meet the above requirements WILL NOT be considered by the selection committee. Only those applicants considered by USAID to be in the most competitive range in terms of qualifications and experience will be notified for further review in the position vacancy selection process.

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

*The United States Agency for International Development (USAID) Mission
is an Equal Opportunity Employer.*