U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT NUMBER – 2016-56

OPEN TO: **All Bangladeshi Interested Qualified Candidates**

POSITION: **Computer Management Assistant, FSN-8**

OPENING DATE: **October 26, 2016**

CLOSING DATE: **November 12, 2016** (before 4:30 p.m.)

WORK HOURS: Full-time; 45 Hours/5 days per week

SALARY: **FSN-8** (Salary approx. Tk. 1,03,400 per month)

Depending on qualifications and experience, Incumbent may be hired at a trainee grade (lower than the position grade)

The United States Agency for International Development (USAID) in Bangladesh is seeking applications from qualified Bangladeshi nationals for the position of **Computer Management Assistant** in the Executive Office (EXO).

Candidates for employment are generally hired at the first step of the established grade of the position. In some instances, candidate may be hired at a higher step when exceptional qualifications so warrant. If there are no qualified candidates at the stated grade level, a candidate may be hired at a lower grade level.

NOTE: Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

BASIC FUNCTION:

He/she is a full-time member of the Information Technology (IT) Section of the Executive Office (EXO) of USAlD/Bangladesh. This person is primarily responsible for managing the IT Section Help Desk. This person will provide the first level of IT Support to all Mission employees. The incumbent will provide clerical and administrative support to one Systems Manager, one Computer Management Specialist and Computer Management Assistant. He/She is responsible for managing physical records of IT related documents and preparing vital records report. The incumbent will support portions of the Mission's IT operations by providing end user training on all IT related equipment and productivity improvement software. The work involves maintaining a database of technical assistance requests and coordinating responses with the IT staff. Other duties include property management such as maintaining an inventory of all computer components (hardware/software), procurement related tasks such as request creation and management of consumables and peripheral equipment. Configures PCs to USAlD specifications and distributes to users. Repairs defective hardware; fixes software errors and recovers electronic files when appropriate. Updates user systems with USAID mandated patches to maintain network security compliance as needed. Maintains and reviews files on user access rights per USAlD policy.

MAJOR DUTIES AND RESPONSIBILITIES:

He/she will assist the Systems Manager (SM), the Computer Management Specialist and Computer Management Assistant (CMA). His/her contribution to the IT Section will include, but not necessarily be limited to the following responsibilities:

OPERATIONAL SUPPORT:

Develops and maintains a systematic, preventive-oriented approach to routine network maintenance tasks. Helps determine sufficiency of hardware and its appropriate placement for maximum performance. Identifies and cleans file servers of unnecessary shared files. Develops and maintains a computerized inventory of hardware, including serial numbers and workstation configurations. Maintains a computerized inventory of expendable and non-expendable supplies and spare parts inventory and tracking; usage records; activities; etc. Generates procurement requests for expendable and non-expendable supplies when necessary for replenishment. Responsible for physical storage of inventory items and disposal of said items when appropriate. Works with requirements from the State/ICASS/GSO property cost center and IRM/Washington in maintaining and disposing of equipment. Maintains a computerized inventory of all helpdesk requests and the resolution. Develops and maintains logs for check-out/check-in of laptops, cell phones, iPhone, iPad, Blackberrys/PDAs, visitors, CD/DVD usage, Toner usage and backup tapes. Develops and maintains backup routines for all servers. Ensures that backups have run properly and that backups are labeled and stored appropriately, to minimize damage from acts of nature, fire, malice,
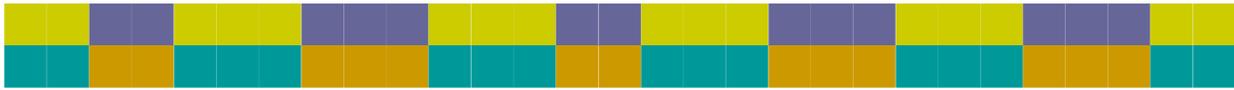
accidental damage by users, theft, and other threats to the system. Implements agency computer security procedures and requirements and monitors for compliance. Documents procedures specific to the network to ensure smooth operations in his/her absence, e.g., how to update database, broadcast user messages, install applications, backups and restorations, questions and answers (Q&A's), etc. Serves as a point of contact for maintenance contractors to install and/or expand network system or correct deficiencies. Issues "After Hours Access" requests and maintains a file of approved requests. Establishes, maintains and updates files for IT which follows USAID procedures and practices. These files consist of inventory, receiving reports and purchase orders. Updates user systems with the USAID mandated operating system and application patches to maintain network security compliance as needed.

USER SUPPORT:

Provides telephone support for the IT Section. Serves as primary point of contact for all user calls and emails regarding problems associated with the network, PCs, printers, scanners or applications. Over the phone or in person, provides instructions to users to resolve software and some hardware problems. Escalates more difficult software and hardware problems to senior IT personnel. Installs new PCs for users using USAID/W approved security templates. Installation also includes software configuration and providing training to users on the operation of the PC, security requirements associated with using USAID equipment and specifics of the USAID network. Communicates with State IT to add and remove users from State mail lists. Performs minor hardware repairs such as replacing hard drives, network cards and CD drives. Troubleshoots technical problems with PCs, printers, scanners and other network equipment.

MANAGEMENT SUPPORT:

Assists the Computer Management Assistant, Computer Management Specialist and Systems Manager in preparing reports on user support and services provided by IT. Recommends amendments to existing practices within IT Office. Assists in recommending training for users and team members on different supported applications. Provides status reports on expendable and non-expendable supply inventory levels, expendable supply usage and user calls. Coordinates training and event setups at all embassy and external locations. Provides formal training to small groups of users on application functions. The above responsibilities require independent thinking and exercise of judgment in scheduling, planning, availability of appropriate supplies and services, and facilitating schedules and communication among team members.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. **Education:** A BS in Computer Science, Information Technology, Management Information Systems or related fields from any reputed university is required. *(You must attach a copy of your certificate along with your application form.)*

2. **Prior Work Experience:** Three to five years of progressively responsible administrative and analytical IT related work involving various computer systems is required. A minimum of three years' experience dealing with computer hardware, software and LAN related issues are required. A minimum of three years experience working in a helpdesk, customer service or support position, preferably as IT helpdesk support personal is desirable.

3. **Knowledge**: Must have good working knowledge of network operations, computer hardware, software and the management of such. Must have a good working knowledge of latest productivity improvement applications such as MS Office. Must have good knowledge on inventory management practices, computer security practices and office management practices. Must have good working knowledge of international NGOs, foreign government and donor agencies procedures and of the limitations and capabilities of the systems.

4. **Skills and Abilities**: Demonstrated skills/abilities in using MS Office. Must have social skills to work with others, handle and facilitate cross-cultural and inter-agency relationships. Ability to work under deadlines and time commitments. Must have skills to perform detailed computer and administrative work in a timely and accurate manner. Demonstrated skills in using a variety of different computer software applications and hardware platforms. The ability to locate files when requests for information are nonspecific. The ability to think of creative solutions and alternatives to user problems. The ability to work within a system, yet also work to improve the system. The ability to diagnose, troubleshoot and resolve various hardware and software problems. Must be able to install various software applications as well as hardware. Must be familiar with the Internet and browsers. Must be able to update web pages. Must be able to prepare reports and technical documentation. Adequate skills on cloud computing, google scripting will be added advantage.

    5. **Language Proficiency:** Level IV (Fluent) English and Bangla skills are required for writing and speaking. Incumbent should be able to prepare
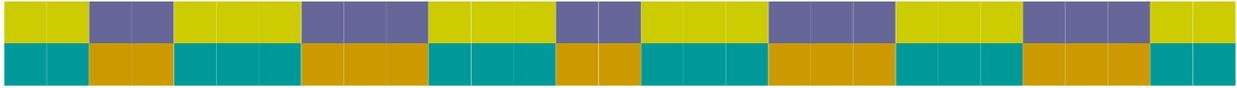
correspondence and standardized reports, and to communicate effectively with English speaking staff. English language proficiency will be tested.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

2. The candidate must be able to obtain and hold a local security certification.

    NOTE: Only newly hired employees (and former employees returning from a break in service) serve a probationary period. Current employees recently promoted or reassigned to a new position must have approval from a supervisor to apply.

3. Current employees serving a probation period are not eligible to apply.

HOW TO APPLY: Applicants must submit the following documents either by regular mail (postal service) *or* deliver by hand to the South barrier of the U.S. Embassy to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Filled up application form. The application forms are available on our website http://www.usaid.gov/bangladesh/work-with-us/careers; and in the below link:
Application Form AID-302-3

2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

All Bangladeshi applicants must complete the application form and must attach the following documents; if you do not attach the below mentioned documents, your application will be considered incomplete and will not be processed further:

    I) A passport size photograph (taken within six months), and;
    II) A copy of Passport or Voter ID or Driver's License, and;
    III) A copy of educational or trade school certificate as required.

Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time.
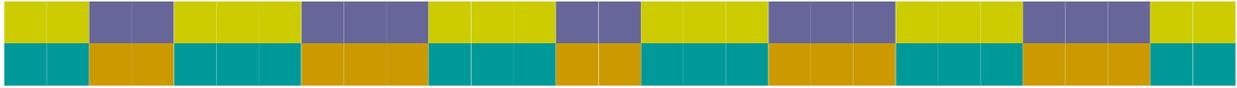
WHERE TO APPLY:
Human Resources Office
Attention: HRO
Address: Embassy of the United States of America
                  Madani Avenue, Baridhara
                  Dhaka – 1212

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission in Dhaka 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.