Position Vacancy Announcement No. 2010/01
U.S. Consulate Nogales

OPEN TO: **ALL INTERESTED CANDIDATES**

POSITION: **A50-551 COMPUTER (LAN) ADMINISTRATOR, FSN 9, FP-05***

OPENING DATE: **JANUARY 02, 2010**

CLOSING DATE: **JANUARY 15, 2010**

WORK HOURS: **Full Time; 40 hours/week**

SALARY: *Not-Ordinarily Resident: Starting Salary and Position Grade FP-05 to be confirmed by Washington.

*Ordinarily Resident: $348,590.06 pesos per year (Starting salary) (Position Grade: FSN-09)

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

ELIGIBLE FAMILY MEMBERS AND MEMBERS OF HOUSEHOLD MUST HAVE AT LEAST SIX MONTHS REMAINING TO THEIR TOUR OF DUTY TO APPLY FOR THIS JOB AND RESIDE AT POST WITHIN 30 DAYS OF THE CLOSING DATE OF THIS ANNOUNCEMENT

The Consulate of The United States in Nogales is seeking an individual for the position of Computer (LAN) Administrator in the Management Section.

BASIC FUNCTION OF POSITION

The employee is responsible for the management of the Consulate's information systems, providing optimal use of existing and new information technology resources through the Consulate's information and telecommunication systems. Daily work includes monitoring and analyzing complex system patterns and following highly technical instructions from a wide range of Department of State offices. Employee is responsible for the design, implementation and management of the Consulate website and internet presence, and supervises the operation of telegraph, telephone, WPAS, and PBX systems. Employee supervises one computer systems operator.

A copy of the complete position description listing all duties and responsibilities is available at the bottom of this document or at http://nogales.usconsulate.gov.

REQUIRED QUALIFICATIONS

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- Completion of university degree in computer science or information systems management.
- Four years of progressively responsible experience in of LAN and associated computer systems, operation and servicing of connercial and DOS telecommuinication systems, and operation of various Microsoft data, file and system analysis programs.
- Level IV English and Spanish.
- US visa laser.

SELECTION PROCESS

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a probationary period are not eligible to apply.
- Currently employed US Citizen EFM's 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.
- Local Employee Staff (LES) who have less than one year working for the Mission 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.

TO APPLY

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

- Application for U.S. Federal Employment (SF-171(PDF) or OF-612 (PDF or Word)); or a current resume or curriculum vitae that provides the same information as an OF-612;
- Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
- Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

Vacancy announcement and forms are available on the Consulate's website at http://nogales.usconsulate.gov

SUBMIT APPLICATION TO

US Consulate Nogales
Attention: Gloria Galindo
Calle San Jose S/N
Fracc. Los Alamos
Nogales, Sonora 84065

DEFINITIONS

1. **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.
2. **Member of a Household: A MOH** is a person who: 1) Has accompanied, but is not on the travel orders of a U.S. citizen Foreign or Civil service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
3. **Ordinarily Resident (OR):** A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.

4. **Not-Ordinarily Resident (NOR):** Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniform service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: JANUARY 15, 2010

The US Mission in Mexico 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.

Sharon E. Gordon
Management Officer
Consulate of the United States of America in Nogales

POSITION DESCRIPTION

COMPUTER (LAN) ADMINISTRATOR

Incumbent is assigned to the Information Management Center, U.S. Consulate Nogales, Mexico, reports directly to the non-technical Administrative Officer, and also receives technical guidance from the Regional Information Programs officer at the Consulate General in Hermosillo. Incumbent is responsible for the management of post's information systems, providing optimal use of existing and new information technology resources through post's Information Systems and Telecommunication Systems. Incumbent makes final recommendations with regards to information management issues and is responsible for planning, implementation, maintenance and evaluation of CA, IRM, and DTSPO information/telecommunication projects.
Incumbent must ensure that the Information Management Center (IMC) is maintained operational 24/7/365. This includes the Department of State local area enterprise network "OpenNet"; telephone and radio telecommunication systems. The daily work implicates monitoring and analyzing complex system patterns and following highly technical instructions from a wide range Department of State offices, in order to maximize systems performance. Incumbent is also responsible for the design, implementation, and management of Consulate website and internet presence; supervises the operation of the unclassified telegram, telephone, WPAS and PBX systems. Supervises post's Computer Management Operator; maintains documents, drawings, procedures, and other such information relative to all information and telecommunication systems; and in cooperation with post management, establishes disaster preparedness and recovery plans.

70%
Management of Post's Information Systems Operations and Telecommunication Network
Computer Systems Operations:
1. Monitors, analyzes, and compares computer network usage and performance patterns and modifies hardware, software, and connectivity configurations accordingly. Performs frequent installation and upgrades of additional or replacement hardware and software to network, with minimal outside support. This network consists of: Nine GITM Win2k3 servers, four CA Win2k3 servers, 74 XP workstations, 19 printers; various MS Windows XP Application, WinACS, WINTA, Travel Manager, PASS, files, Cisco Network products like routers and switching devices; various models and configurations of computer terminals, printers, and other data processing peripherals; and corporate, local, commercial, and specialized computer applications, programs and configurations.
2. Analyzes and resolves operational problems, initiating corrective actions using available resources; coordinates corrective measures with other communication facilities both commercial and in the Department; and elevates the problems to the Department for assistance.
3. Understands Mission priorities and maintains familiarity with agency programs, goals, and work processes to ensure system responsiveness; formulates hardware/software budgets and determines appropriate method of procurement based on cost, timelines and availability of resources. Incumbent formulates long range programming plans for post specific objectives. Documents procedures specific to network to ensure smooth operations when absent.
4. Configures and installs all LAN hardware Windows operating systems, corporate, commercial and local programs and applications; and ensures the functionality of all software, hardware, and associated configurations and that they are in compliance with Department of State Diplomatic Security configuration standards and the Department's IT Configuration Control Board baseline configuration standards.
5. Administers, operates and maintains specialized network and operating systems programs and applications such as the Cisco Corporation Network Registrar, the MS Systems Management Server, the MS SQL Server, the MS Exchange E-mail Server, and other approved software utilities.
6. Administers, operates and maintains specialized corporate applications such as
PASS, lnfoExpress, Financial Management Systems (FMS), WinACS, Consular
Operations Software Suites, commercial programs such as MS Office Suite, Norton Anti-Virus, and Adobe Acrobat, and any local devised applications
that have been approved for use.
7. Develops post's Systems Contingency Plan and other disaster preparedness guidelines such as schedule systems

routines, procedures for daily back-ups, offsite storage locations, and establishes work order priorities and customer service response as outlined in the ICASS requirements. Applies security policies; prepares and implements Systems Contingency Plans.
8. Develops and maintains historical system records such as network architecture diagrams, software/hardware cabling inventory; trouble tracking and software registration; user and groups systems access forms; working directories and files; reference books, manuals and training materials; and supplies and spare parts; activity logs for system errors, viruses and access attempts. Establishes and maintains virus free, file safe security systems and back-up routines with minimal disruption to users. Cleans file servers and reorganizes directories.
9. Coordinates the replacement of defective equipment using shelf spares and the processing of removed equipment for return to service or disposal.

Telecommunication Operations:

1. Manages post's telecommunication operations and take all immediate actions to ensure operational readiness. The telecommunication network consists of post's telephone system; multiple interconnections between post servers, Washington, Beltsville and other locations; High Frequency (HF) Radio Transceiver System, 12 hand held radios and two mobile radios; datacryptors, ciphers, multiplexers, and routers.
2. Coordinate troubleshooting and return to service of Nortel Norstar Telephone Switching System and administers the telephone call accounting system.
3. Conducts weekly test and general operation of the Motorola Radio Transceiver System.
4. Works with DTSPO, Beltsville, and local telephone company, troubleshooting data circuit problems with Avantel and outage until they are connected. Checks reprograms, and resets the telecommunication terminal equipment to ensure its functionality.

15%
Management of Post's internet and Intranet Websites:

1. Incumbent is responsible for design, implementation and management of the Consulate's internet and intranet websites. Independently, locates, formats, drafts or creates textual, graphic, visual and or audio contents. Coordinates with all sections to ensure that posted information is applicable, accurate, and timely. Researches relevant related web sites, especially for USG entities, and establish links between those sites and the Consulate websites. Follow best practices to organize and streamline information for visitors to the website. Keeps abreast of new web page development and internet information technologies, regularly updates the design of the web site to present a professional appearance and user friendly access. Understands Mission and Post priorities, security policies and guidelines related to information that can be published for the general public or for internal use only. Controls, maintains, backs up and upgrades the internet information server.

15%
Human Resources Management and Management of Other Information Systems:

1. Directly supervises and trains post's Computer Systems Operator. Thoroughly documents procedures specific to the network to ensure smooth operations when absent.
2. Identifies training needs and develops appropriate training plans for individual or group of users at all levels. Establishes training objectives and researches best course of action using Department, regional, or local training institutions. Writes and disseminates application instructions and systems maintenance documentation. Maintains end user library and assists Department and associated agencies users in numerous calls for software and/or hardware support.
3. Maintains the IMC facility to ensure continued effective operational capability and availability of all network and computer systems, telecommunication facilities and terminals, and supporting environmental utilities. The

IMC contains the central core of network, computer and telecommunication systems.
4. Processes actions on all warranted equipment and systems such as requests for the digital camera and other controlled equipments.
5. Monitors and coordinates the efforts of non-information systems personnel such as vendor support services personnel, Department visitors, and local maintenance personnel, when working in the LMC or on any of the network or computer systems.
6. Ensures the IMC security access controls are active and operational. Periodically checks all environmental utilities, such as power, air conditioning, and emergency lighting and security systems, to ensure completion of scheduled maintenance.
7. Maintain inventory of all network and computer systems hardware, and all installed network and computer systems software.
8. Maintains a secured location for storage of all installed software with licenses, and all system backup and archived media.
9. Maintains extensive contacts with all levels of the Consulate community, within enterprise network management at the Department of State, and with equipment manufacturers, suppliers and local servicing organization.
10. Provide advice to the American supervisor on acquisition of new hardware and software, and keeps abreast of new out products and new developments in information technology related matters.