

**U.S. MISSION PAKISTAN – EMBASSY ISLAMABAD
VACANCY ANNOUNCEMENT NO. AID-16-24**

OPEN TO: In-House Candidates Only **OPENING DATE:** September 20, 2016
TITLE: Computer Management Specialist **CLOSING DATE:** October 3, 2016
GRADE: FSN-12 **AGENCY:** USAID
POSITION NO: 80065-017 **LOCATION:** Islamabad
SALARY: Rs. 4,113,418/- P.A. (Starting salary at the full performance level)

***Final salary determination for the selected candidate will be based on the candidate's demonstrated (certified) salary history.**

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

The United States Agency for International Development (USAID/Pakistan) is seeking an individual for the position of Computer Management Specialist for the Office of Executive Management in Islamabad. The position is classified at the FSN-12 grade level. The starting salary for this position is Rs. 4,113,418 per annum and the maximum range is Rs.7,662,487 per annum, per the current FSN Compensation Plan. This salary range is not inclusive of other benefits and allowances.

BRIEF DESCRIPTION OF THE DUTIES: The Computer Management Specialist position is Chief of the Information Technology (IT) Section of USAID/Pakistan's Office of Executive Management (OEM) with responsibility for providing support and guidance on computer systems, software application systems, repair and maintenance of hardware, network connectivity, systems development, and support for telecommunications and networking operations for 324 workstations and 264 users in Mission offices in Islamabad as well as in other constituent Field Offices in Peshawar, Lahore, and Karachi. The work requires a broad and comprehensive knowledge of Local Area Network (LAN), Wide Area Network (WAN), and PC-based hardware and software. The incumbent performs and supervises the day-to-day operation, installation, repair, maintenance, support, and management of the Windows 2008/2012 Server Family, PC/LAN, and PC hardware, software, peripherals, data communication equipment, telephone systems, accessories, auxiliary equipment, automation facilities, and video-conferencing facilities. The incumbent is also the point of contact for maintenance contracts for the Internet connections, Multiprotocol Label Switching (MPLS) circuits for regional offices and maintenance of computer equipment, printers and photo copiers. As needed, the incumbent coordinates with local vendors, USAID/Pakistan Mission staff, USAID/Washington/IRM, State ISC, and non-USAID organizations on automation matters. The incumbent is also responsible for provision of IT services in USAID-owned Guest Houses for the provision of Internet/TV services at all USDH/USPSC/TCN residences. The incumbent serves as an advisor to the Supervisory Executive Officer and Deputy Executive Officer for all IT related procurements and is responsible for identifying/recommending all IT equipment including PCs, peripherals, UPS, printers, network equipment, cell phones, Radio equipment, RSA remote access tokens, laptops, iPads, and other IT related equipment which might be helpful in performing day-to-day USAID business to the Procurement Unit for purchase. The incumbent directly supervises three Computer Management Assistants in the IT Section in Islamabad.

QUALIFICATIONS REQUIRED:

EDUCATION: Successful completion of a University level Bachelor Degree education (a minimum of 16 years of education) in Computer Science, Information Technology, Software Engineering, System Engineering or Networking is required.

EXPERIENCE: At least five years of work of a program, technical, or administrative nature, where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of computer systems of substantial size and complexity is required. At least one year must have been in the operation of computer systems, providing PC support, and performing work of an entry-level programming nature. Experience in working in a client/server environment is required.

LANGUAGE: Level IV (fluent) English and Urdu language proficiency, speaking and writing is required. Language skills may be tested during the recruitment process.

KNOWLEDGE: The Specialist requires a thorough knowledge of automation operation concepts, analysis, and management; systems monitoring, performance, and fine tuning methodologies; program and data file integrity and backup strategies; disaster and recovery planning methods; communications and networking concepts and operations; diagnosis,

troubleshooting, repair and maintenance procedures and techniques; operating and maintenance concepts for UPS, alarm systems, air conditioners, wiring, and cabling; relevant computer languages; operations research concepts and applications; previous experience with PC/LAN and PC hardware, software, and utility programs; standard business work process and management principles; and a general knowledge of the principles, techniques, and methodologies involved in extended relational database structure and analysis is required. The incumbent requires a good knowledge of or the ability to quickly gain a good knowledge of, the capabilities and limitations of organization's computer equipment and hardware; organization's automation policies; fact-finding techniques appropriate for the work environment; mostly used programming languages; basic systems analysis and design techniques; systems programming documentation techniques; and standard business practices and management principles. In addition, knowledge of Web programming and publishing software is also required.

ABILITIES & SKILLS: Strong interpersonal skills are required in order to resolve operation-related issues and to develop and maintain two-way communications and promote improved computer services. The position requires the ability to effectively manage, operate, repair, and maintain Mission PC/LAN and PC hardware, software, and applications; use MS/DOS, MS (Windows 7 and Server 2008/2012 Family) network operating system, Ethernet connectivity, and LAN protocol. The position requires the ability to work outside regular office hours, on weekends and holidays, or any other days as required. The candidate must have good technical skills to trouble-shoot, diagnose, and resolve hardware and software problems, and to maximize the capabilities of Field Office computer resources. The position requires the ability to relate priorities to the capabilities and limitations of the computer system and components on hand, in order to determine the capability to meet support requirements; the ability to articulate system requirements to managers in order to secure support for the computer program and to maximize opportunities for automation; and the ability to train Mission staff in the use of software programs.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report and who are currently on a Performance Improvement Plan are not eligible to apply.
4. Applicants for the position must meet the **required** educational qualifications as advertised in the vacancy announcement.
5. Current employees who have been voluntarily reassigned or been promoted from one position to another are not eligible to apply within **six months** from the effective date of the reassignment/promotion.
6. Candidates need to indicate on the Application for Employment if any family member is working in the U.S. Mission Pakistan and, if so, in which section they are employed.
7. U.S. Mission Pakistan will not bear any travel expenses for testing, interviews, pre-employment clearances (if selected) or relocation for joining.
8. Please note that for In-House Candidates, employee's transfer or promotion, whichever is applicable, will be processed according to respective clauses of 3 FAM regulations.
9. Applicants selected for interview must pass the technical test (if one is required) to advance.

TO APPLY:

Interested applicants must submit their duly completed DS-174 (Application for Employment as LE Staff) which can be retrieved from the Embassy website http://islamabad.usembassy.gov/employment_opportunities.html. **Applicants are advised to include all of their current and previous work experience including duties and responsibilities that may not be directly related to the subject position. An Internal Candidate's experience acquired before/after joining US Government should correspond to the information provided in the Official Personnel Folder (OPF). Any discrepancy found between the current application form (DS-174) and the information provided in the OPF related to applicant's qualifications could make the candidate ineligible for the position.** Applications should be forwarded only on the email: FSNIslamabad@usaid.gov address. When submitting an application, the vacancy announcement number and the title of the position must be mentioned in the subject line.

Incomplete applications, applications received through Zip folders or links of Google Drive, Sky Drive and/or any other private cloud computing database/websites and/or applications received after the closing date will not be considered. Only applications submitted on the prescribed application DS-174 Form and on the email address given in the vacancy announcement will be considered. Only short listed candidates will be contacted for their test/interview. To see all advertised USAID positions, please visit the Embassy website <http://islamabad.usembassy.gov/usaid-vacancies.html>

DEFINITIONS:

1. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has the required work and/or residency permit for employment in country.
2. Not-Ordinarily Resident (NOR): Typically NORs are U.S. citizen EFMs (Eligible Family Members) and family members of United States Government personnel who are on travel orders and under Chief of Mission authority or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: October 3, 2016

U. S. Mission, Pakistan is an equal opportunity employer. All applicants will receive consideration without regard to race, color, religion, gender, national origin, disability, age, sexual orientation, social status, or political ideologies/affiliation.