

Position Description: Computer Assistant

❖ Basic Function of Position:

Under the supervision of the Systems Manager, manages the Embassy's Sensitive but Unclassified (SBU) computer operations and serves as a technical, Local Area Network (LAN) administrative advisor to the Systems Manager, on all computer-related issues. Serves as the primary training specialist for training users in new operating systems, productivity software, Department of State developed software and mobile device usage, for one-on-one and one-to-many training presentations. Provides technical guidance and desk-side support and computer expertise to all the Embassy users to ensure proper utilization of mission IT resources.

❖ Major Duties and Responsibilities:

The ISC does not turn customers away without a solution, and this position is cross trained with the other two Computer Assistants in the office to ensure that customers are served. The following key aspects are listed in order of importance for incumbent, as they exist in some degree in all three Computer Assistant jobs.

1. TRAINING -30%

Performs training programs as directed by the System Manager. These can include but are not limited to one-on-one training with customers on desktop applications and Mobile devices such as Blackberries and iPhones. Will also set up and perform training to larger audiences when a more widespread configuration change is on the horizon or has been implemented, such as new Microsoft Office, or trouble ticketing system.

Identifies training needs under supervision of Systems Manager and develops/provides appropriate training to individual or groups of users at all organizational levels. Identifies need for and expands upon existing computer-based training and written instructions on systems/software. Analyzes the needs of computer training and deliver in-house training in software applications of Windows 7, MS Exchange 2010, mobile devices and MS Office Professional suite. Trains users on Department developed software packages. Solely responsible for installing, becoming proficient on and training users on Department developed applications such as Web.Pass and Travel Manager. Conducts introductory classes for newcomers and the Temporary Duty Officers (TDYers) arriving Post.

Develops User Guide documentation for Windows Operating system clients and compose course materials, course guides, and handouts for above-mentioned applications; structure the training sessions and train users on those applications. When needed make arrangements with vendors for off-site training.

Writes and disseminates agency-specific local application instructions and system maintenance documentation. Maintains LAN system library, which includes documentation, training materials, software, hardware manuals and user training records.

2. NEW TECHNOLOGY SUPPORT-30%

Performs DVC and presentation support to conferences, training sessions and for high level meetings between Washington DC and Post. Is the IRM expert on the encroachment of Audio Visual into the IT environment. Liaises with A/V technician where necessary, contractors and other agencies on planning for equipment purchase, lifecycle management, automation, and improvement of our capabilities. Explores new ways of doing things that fit into the framework of Department configuration management to better support customers. Incumbent will keep up to date with latest technologies and trends in mobile and DVC equipment and be fully conversant with items currently authorized by the ITCCB. Under supervision of Systems Manager, manage the dedicated internet network (DIN) and associated programs that are not permitted on OpenNet such as Skype. Ensure all new products are cleared by the Information Systems Security Officer (ISSO) and IMO. Provides input to Systems Manager on budget preparation.

3. SOFTWARE WEB DEVELOPMENT AND MAINTENANCE-15%

Develop and maintain Post Intranet website. Regularly upload changes and post information to website to ensure material is accurate and up-to-date. Frequently contacts sectional heads to ensure their webpage is up-to-date. Provides assistance to Public Affairs systems administrator with web content publications and updates. Provides training for users in updating their section webpage.

Performs system analysis and programming work for a variety of moderately complex to less complicated systems. Consults with users to analyze, design and develop database applications. Writes system and program specifications. Prepares flow charts and block diagrams, and provides user guide documentation for these applications. Perform system implementations, through continuing analysis of system operations, malfunctions, user feedback and potential applicability of new technology. Ability to understand processes and concepts in the various domains of the applications. Ability to design databases and software architectures. Ability to recognize value of new technologies and propose their application to the mission. Aptitude for an knowledge of programming skills in SharePoint, InfoPath, SQL, C# and scripting languages, such as JavaScript and VBA.

4. DIRECT USER DESKTOP SUPPORT-15%

Excellent interpersonal skills are required, as incumbent performs user desktop support using the customer ticketing system myServices. This includes troubleshooting user problems, the installation and set-up of new equipment in the LAN network, which includes configuring card options, configuration of memory, software installation, configuring menus and procedures. Installs and tests various components such as network cards, hard disks, tape drives, communication cards, CD ROM drives. Installs equipment at working locations and configures or makes wiring modifications when necessary. Coordinates with System Manager on equipment reallocation, monitoring of system performance, cabling needs hardware and software requirements. Determines priority for equipment access by users (scanners, printers, CD-ROM drivers, modems etc.). Sets up printers and monitors the use of peripheral devices shared by users. Ensures all inventory control procedures are being followed.

5. REMOTE DESKTOP SUPPORT- 10%

Performs LAN administration routines such as adding new users, and maintaining disk directories for users. Manages profiles and printer locations, selection; queues, load server application software, and monitors licenses and backup plans of the various servers. Maintains disk directories for users and accurate logs of tapes/disk libraries for all servers. Maintains organized disk volumes and executes recovery procedures after system crashes. Generates weekly system status logs and reports on use, capacity, down time, and reliability. Responsible for knowing recovery, restore, and backup procedures. Plays a role in maintaining off-site backups. Alerts Information Systems Security Officer of any anomalies that could indicate a security breach. Ensure proper security controls are in place for all hardware, software and file directories.

Other related duties as assigned.