

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Local Employee Position Classification Handbook, Appendix B and 1979 A-3606

1. POST PANAMA	2. AGENCY DEPARTMENT OF STATE	3. POSITION NO. 97-882000
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4. REASON FOR SUBMISSION

a. Reclassification: This position replaces

Position(s) No. _____, _____ (Title) _____ (Series) _____ (Grade)

No. _____, _____ (Title) _____ (Series) _____ (Grade)

b. New Position

c. Other (explain) New duties and responsibilities added.

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date <i>(mm-dd-yyyy)</i>
a. Post Classification Authority	Information Programs Asst, 601	FP-5	MM	05/29/2009
b. Other				
c. Recommended by Initiating Office	Information Programs Asst , EFM	FP-5		

6. POST TITLE POSITION (if any) Information Management Assistant	7. NAME OF EMPLOYEE
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8. MISSION OR OFFICE US EMBASSY PANAMA	c. Third Subdivision Information Programs Center
a. First Subdivision Management	d. Fourth Subdivision
b. Second Subdivision Information Management Center	e. Fifth Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
<p style="text-align: center;">_____</p> <p style="text-align: center;">Date <i>(mm-dd-yyyy)</i></p> <p style="text-align: center;">Signature of Employee</p>	<p style="text-align: center;">_____</p> <p style="text-align: center;">Date <i>(mm-dd-yyyy)</i></p> <p style="text-align: center;">Signature of Local Supervisor</p>

11. This is a complete and accurate description of the duties and responsibilities of this position There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate Local Employee Position Classification Handbook (LPEPCH) standards.
<p style="text-align: center;">_____</p> <p style="text-align: center;">Date <i>(mm-dd-yyyy)</i></p> <p style="text-align: center;">Signature of American Supervisor</p>	<p style="text-align: center;">_____</p> <p style="text-align: center;">Date <i>(mm-dd-yyyy)</i></p> <p style="text-align: center;">Signature of Administrative or Personnel Officer</p>

13. BASIC FUNCTION OF POSITION
Under the direction of the IPC Panama, provides communications support in relation to classified computer, radio, telephone, COMSEC, and pouch/mail operations. Top Secret/Crypto security clearance essential.

14. MAJOR DUTIES AND RESPONSIBILITIES
See attached

CLASSIFIED COMPUTER SUPPORT

65 % of time

1. Operate telecommunications terminal equipment, perform opening and closing procedures, send and receive cable traffic, and assign dissemination.
2. Assist in the deployment of hardware (can be physically demanding, i.e. moving computers, monitors, printers and installing cable infrastructure).
3. Install PC components and troubleshoot general hardware problems.
4. Install software patches on ClassNet PCs.
5. Respond to customer queries regarding hardware and software.
6. Provide telephone technical assistance to include attending to trouble calls.
7. Assist in maintaining the database inventories of radio equipment, telephone and computer hardware and software.
8. Serve as security escort for IPC when required.
9. Provide technical support for post radio programs to include troubleshooting, installations and inventory/issuance of radios

CLASSIFIED POUCH/MAIL DUTIES

20% of time

1. Prepare classified pouches for dispatch and perform the necessary receipt and distribution of incoming classified pouch items.
2. Coordinate transportation and assist in the loading and off-loading of outgoing and incoming diplomatic pouches.
3. Advise embassy officials regarding any special courier or pouch shipment requirements.
4. Assist in mailroom operations as necessary.

TELEPHONE SUPPORT

10%

1. Perform installs of telephone equipment to include telephone sets and cabling
2. Update Nortel telephone switch database and provide call billing information on a monthly basis
3. Troubleshoot switch when problems arise and perform routine maintenance as required

COMSEC

5%

1. Safeguard post COMSEC material in accordance with FAHs
2. Assist with post COMSEC inventories

15. PERFORMANCE QUALIFICATIONS REQUIRED

a. Education:

A two year Associates Degree or High school Diploma with certifications such as Microsoft Certified System Engineer (MCSE), Microsoft Certified System Administrator (MCSA), A+, Network+ or similar is required.

b. Prior Work Experience:

Two years of progressively responsible experience in computer or systems operations is required.

c. Post Entry Training:

Familiarization with relevant Mission Panama procedures and practices.

d. Language Proficiency:

Level IV (Fluent) speaking/reading/writing English language is required. Level 1 (Rudimentary) speaking/reading/writing Spanish language is required.

e. Knowledges:

Basic knowledge of organization's ADP and management principles. Good working knowledge of hardware capabilities and operating procedures. Basic knowledge of MS Suite. Must know how to perform hardware installations, software patches, and security setting modifications. Must know how to install network infrastructure to include fiber optic cable installation, termination and testing. Must have thorough understanding of current mainstream operating system technologies, as well as major applications like e-mail server, database, and security software.

f. Skills and Abilities

Level 1 typing (less than 40 wpm). Ability to perform hardware setups, adjustments and minor maintenance. Must possess excellent customer service skills. Must be able to handle different computer problems from different customers at the same time. Must be able to prepare reports for submission to Washington. Must be able to familiarize himself/herself with local shipping and customs regulations and practices.

16. POSITION ELEMENTS:

a. Supervision Received: Supervised by Information Programs Officer.

b. Available Guidelines: Department of State and Foreign Affairs manuals, Embassy written policy guidance, Department of State Operating, Procedure and System technical and user guides, post published manuals, and technical/resource material.

c. Exercise of Judgment: Considerable in relation to classified pouch movements, with tact and diplomacy required in dealing with Embassy and airport officials.

d. Authority to Make Commitments: None.

e. Nature, Level, and Purpose of Contacts: Mission employees and external working level contacts.

f. Supervision Exercised: Limited to escorting diplomatic couriers.

g. Time Required to Perform Full Range of Duties after entry into the Position: 90 Days.