

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

<b>1. POST</b> Panama	<b>2. AGENCY</b> State	<b>3a. POSITION NO.</b> A55928
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**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.**     Yes     No

**4. REASON FOR SUBMISSION**

- a. Reclassification of duties: This position replaces  
 Position No. A55925, Comp. Assistant (Title) 1815 (Series) FSN-8 (Grade)
- b. New Position
- c. Other (explain) \_\_\_\_\_

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO	Computer Instructor/Facilitator (Comp Assistant), 1801	FSN-9 FP-5	MAM	08/13/09
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Computer Trainer	<b>7. NAME OF EMPLOYEE</b>
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<b>8. OFFICE/SECTION</b> U.S. Embassy Panama	a. First Subdivision Management Section
b. Second Subdivision Information Management Office	c. Third Subdivision Information Systems Center

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>
_____ Typed Name and Signature of Employee                      Date(mm-dd-yy)	_____ Typed Name and Signature of Local Supervisor                      Date(mm-dd-yy)

<b>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.</b>	<b>12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</b>
_____ Typed Name and Signature of American Supervisor                      Date(mm-dd-yy)	_____ Typed Name and Signature of Human Resources Officer                      Date(mm-dd-yy)

**13. BASIC FUNCTION OF POSITION**  
 The incumbent coordinates ISC's computer training program. Will assist with all types of computer training for users on all computer software applications and hardware platforms on which the post has standardized. These include Department of State developed applications, custom off the shelf (COTS) and post-developed applications.

Provides technical computer help for the Mission when required.

**14. MAJOR DUTIES AND RESPONSIBILITIES** **% OF TIME**  
 See attached sheet.

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education: Two year university or college degree or Associates Degree in Computer Technology is required.
- b. Prior Work Experience: Two (2) years of progressively responsible formalized classroom training experience in teaching computer-related courses is required. Experience in training development and delivery is required. Three years experience in computer systems support in a medium to large organization to include hardware and software installation and repair is required.
- c. Post Entry Training: Must be ComTiaA+ and ComTiaN+ certified. Must obtain Microsoft Office Specialist (MOS or MOUS) Certified during probationary period and be trained in Department of State/Embassy information systems and technology including 12 FAM regulations.
- d. Language Proficiency: Level III(Good working knowledge) Speaking/Reading Spanish is required. Level III (Good working knowledge) Speaking/Reading English is required.
- e. Job Knowledge: Must be knowledgeable of networking technologies, operating systems and computer related hardware. Excellent understanding of computer software, MS Office and Windows 2007 is required. Must know how to complete cable runs, including termination and testing. Be familiar with MS Server operating system, Exchange 2003 and MS SMS Remote Control Module functionality.
- f. Skills, and Abilities: Strong interpersonal skills are required. Excellent verbal and written communication skills are required. Should possess training abilities in end-user computer training programs. The position requires skill in the use of technical and teaching reference material in support of ISC training objectives. Excellent interpersonal skills to promote computer and automation services. Must have pleasant personality and demonstrate tact, patience with users, sound judgment and solid discretion "Can do" attitude and willingness to assume many different responsibilities as determined by the ISO or LES supervisor are required.

## **16. POSITION ELEMENTS**

- a. Supervision Received: Directly supervised by the Customer Service Manager.
- b. Supervision Exercised: None
- c. Available Guidelines: 12 FAM, System Security Standards, Technical and Operational manuals and local policies and procedures, Course materials,
- d. Exercise of Judgment: Must exercise judgment in evaluating and satisfying post and user computer training requirements. Must be able to determine skill level of users. The resolution of problems requires independent thinking, ingenuity, and a sense of responsibility to resolve the issue on hand. Must be able to make decisions concerning the type of problem involved, and the need to escalate unresolved problems to the next level of support
- e. Authority to Make Commitments: N/A
- f. Nature, Level, and Purpose of Contacts:  
Interacts with all levels of users, ranging from the principle officer at post to office managers and general users. Interaction involves problem-solving and strong inter-personal skills. Must be able to interact with service providers and vendors on a technical level.
- g. Time Expected to Reach Full Performance Level: One Year

## 14. MAJOR DUTIES AND RESPONSIBILITIES

## % OF TIME

Schedules and coordinates the ISC training program and use of the Training Center. Establishes and publicizes the training schedules. Facilitates student enrollment, prepares the training material, course certificates, records student assessment, updates student records and aids customers in using the CBT (Computer Based Training) programs.

60%

Coordinates the complete logistics for courses given by other ISC employees or external trainers, including them as an integral part of the ISC training program.

Conducts users training courses complying with the GITM and NFATC standards in terms of hardware and software at the Post, in accordance with local ICASS agreements. The training courses will be offered to subscribers who use ISC supported equipment. The training programs will focus primarily on end user modernization requirements in conjunction with hardware upgrades and migration to new applications. To conduct the training program, every available technology is to be used including multi-media CD-ROMs and training videotapes, computer presentation slide shows and hard drive installed computer-training software to provide multi-media functionality's using the training PCs in the ISC Training Center.

Prepares and delivers welcome briefing to new computer users, providing information on basic procedures, regulations, available resources and user training. Assist the ISSO with the new user security awareness training in Spanish.

Managing and setting up of State Systems Training Center to accommodate six to eight people for any computer training course, including installation, setup and configuration of hardware and software for the required course.

Researching, writing, editing, printing and assembling course materials, including designing and developing new training courses to satisfy requirements of Mission Personnel (State side) computer skills.

Updates the ISC Intranet page and training page to include user tips and general information to users.

Provide corrective and preventive hardware maintenance on servers, workstations, printers and other related peripheral equipment.

30%

Respond to hardware and software troubleshooting calls both via telephone and on-site visits.

Perform computer hardware and software installations, complete cable runs, provide upgrades, configure, test, maintain and support operating systems in a production environment

Coordinate visits with local technical service providers, provides technician escort, requests facilities access for technical service providers

5%

Performs tasks and/or projects assigned by the Computer Management Specialist, ISO or IMO.

5%