

# 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. 97-400025
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4. REASON FOR SUBMISSION

a. Reclassification: This position replaces

Position(s) No. 97-400025, Mail & Pouch Assistant (Title) \_\_\_\_\_ (Series) FP-9 (Grade)

No. \_\_\_\_\_, \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)

b. New Position

c. Other (explain)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date <i>(mm-dd-yyyy)</i>
a. Post Classification Authority	Information Program Assistant, 601	FSN-8/FP-6	MAM	11/17/09
b. Other				
c. Recommended by Initiating Office	Information Programs Asst , EFM	FP-5		

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

9. This is a complete and accurate description of the duties and responsibilities of my position.  <hr style="width: 20%; margin-left: 0;"/> <div style="display: flex; justify-content: space-between; width: 80%; margin-left: 0;"> <span>Signature of Employee</span> <span>Date <i>(mm-dd-yyyy)</i></span> </div>	10. This is a complete and accurate description of the duties and responsibilities of this position.  <hr style="width: 20%; margin-left: 0;"/> <div style="display: flex; justify-content: space-between; width: 80%; margin-left: 0;"> <span>Signature of Local Supervisor</span> <span>Date <i>(mm-dd-yyyy)</i></span> </div>
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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.  <hr style="width: 20%; margin-left: 0;"/> <div style="display: flex; justify-content: space-between; width: 80%; margin-left: 0;"> <span>Signature of American Supervisor</span> <span>Date <i>(mm-dd-yyyy)</i></span> </div>	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.  <hr style="width: 20%; margin-left: 0;"/> <div style="display: flex; justify-content: space-between; width: 80%; margin-left: 0;"> <span>Signature of Administrative or Personnel Officer</span> <span>Date <i>(mm-dd-yyyy)</i></span> </div>
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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.

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:

Completion of Secondary School is required.

b. Prior Work Experience:

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

c. Post Entry Training:

Familiarization with relevant Mission Panama procedures and practices.

d. Language Proficiency:

Level III (Good Working Knowledge) speaking/reading/writing English language is required. Level II (Limited) 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.

f. Skills and Abilities

Level 1 typing (less than 40 wpm). Ability to perform hardware setups, adjustments and minor maintenance. Must be able to drive. Must possess a valid Panamanian's driver's license.

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.