

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: 4-yr undergraduate degree in Information Technology Computer Science, or related fields.
- b. Prior Work Experience: Minimum 3 years of progressive responsibility working with computers
- c. Post Entry Training: FSN Introduction training, USDA APHIS IT systems training
- d. Language Proficiency: Level III (Good Working Knowledge) English language speaking/reading/writing is required. Level IV (Fluent) Spanish language speaking/reading/writing is required.
- e. Job Knowledge: Must have advanced knowledge programming in SQL visual basic. Must have knowledge of Servers and Networking Database Management as well as in depth knowledge of Microsoft Office Suite. General knowledge of Lotus notes. Must be able to trouble shoot all these applications. Knowledge of programming techniques necessary to design and modify applications for client use. Requires knowledge of all facets of complex network system environments, Thorough knowledge of structured programming techniques and ability to test application programming. Knowledge of IT security to include anti-virus and firewalls.
- f. Skills and Abilities: Refined intercultural/interpersonal communication and customer services skills and abilities are required. Advanced skills in information technology such as computer software and hardware, SQL visual basic programming language, and general networking knowledge is required. Analytical ability to effectively identify and evaluate long term implications of projected decisions including a high degree of originality and innovation in identifying and resolving problems in interpreting data and results in areas where appropriate information may not be adequate is required. Must be able to perform hardware set ups and adjustments and maintenance. Must be able to work independently without supervision.

16. POSITION ELEMENTS

- a. Supervision Received: The US Administrative Director, COPEG, serves as supervisor of record, and provides direction in the form of broadly defined IT projects and objectives. The incumbent is responsible for independently planning, designing and carrying out initiatives, projects and studies related to US/Panama screwworm programs.
- b. Supervision Exercised: The position will supervise and mentor 7 COPEG IT employees (programmers, and technicians.)
- c. Available Guidelines: The work is guided chiefly by general policy and procedures, requires the exercise of considerable judgment, ingenuity and resourcefulness in interpreting and modifying existing guides or in developing new or improved approaches or program concepts not previously tried.
- d. Exercise of Judgment: Must have the ability to work under own initiative, making day to day decisions and judgments, relying on the policies and procedure guidelines.
- e. Authority to Make Commitments: The position doesn't have the authority to commit funding. However will have the authority to negotiate conditions.
- f. Nature, Level, and Purpose of Contacts: Works with various US and COPEG officials in day to day operations. Works with US IT officials at HQ in Riverdale Maryland at other agricultural action programs in Guatemala and Mexico. The purpose of contact is to implement IT initiatives, and coordinate and information share IT functions and responsibility among action programs.
- g. Time Expected to Reach Full Performance Level: Two years.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Designs implements and manages IT improvements projects for the Commission, such as internet enterprise services, video conferencing system, migration of desktop program to web interface development, database restructuring, hardware and software improvements, digital signature to ensure less paper, IT security risk and improvements. Advise Administrative director on IT planning and special project development. Develops and improve process automation systems and migrates data for web based consultation (purchase orders, inventory tracking, payroll etc) 45%

Schedules maintenance, provides technical support to all USDA APHIS IT assets in Panama (Pacora and Embassy). Supports database management and hardware maintenance of Commission IT assets. 15%

Install, secure and administer a Local Area Network (LAN) web and email corporate services. Maintain servers and computer integrity and updates. Backup and restore files. Assure computer service is working assesses IT security risk. 15%

Respond to User request concerning hardware and software malfunctions and takes steps to resolve the problem. 15%

Manages the acquisition of computers, printers, supplies and re[placement parts for APHIS office and Commission IT infrastructure. 5%

Researches, analyzes and writes materials relating to IT program issues (technical, administrative and policy) or those for which there is no clear program direction. 5%