

# "Colombo-2022-048" Vacancy Details

## About

**Announcement Number:** Colombo-2022-048

**Hiring Agency:** Embassy Colombo

**Position Title:** Computer Assistant - Open to all interested applicants [Female/Male]

**Open Period:** 11/29/2022 - 12/16/2022  
Format MM/DD/YYYY

**Vacancy Time Zone:** GMT+5.5

**Series/Grade:** LE - 1801 8




**Salary:** USD \$817.25

**Work Schedule:** Full-time - 40 hours per week

**Promotion Potential:** LE-8

**Duty Location(s):** 1 Vacancy in  
Colombo, CE

**Telework Eligible:** No

**For More Info:**  HR Section  
 011-202-8763  
 ColomboERA@state.gov

## Overview

**Hiring Path:** • Open to the public

**Who May Apply/Clarification From the Agency:** \*Open to: All interested applicants – All/or USEFMs, EFM's or MOHs

\*LE Staff salaries is denominated in U.S. Dollars and paid in Sri Lankan Rupee (LKR) at the going rate of exchange each pay period. The official rate for November 01, 2022, is 1 USD = 362.00 LKR. This is a temporary revision and should not be assumed as an acquired right.

\*For USEFMs, FP-6, Actual FP salary is determined by the Washington D.C.

**Security Clearance Required:** Public Trust - Background Investigation

**Appointment Type:** Permanent

**Appointment Type Details:** Indefinite subject to successful completion of probationary period.

**Marketing Statement:** We encourage you to read and understand the [Eight \(8\) Qualities of Overseas Employees](#) before you apply.

**Summary:** The U.S. Mission in Colombo is seeking eligible and qualified applicants for the position of the Computer Assistant in the Information Systems Office.

The work schedule for this position is: Full Time- 40 hours per week

Start date: Candidate must be able to begin work within a reasonable period of time upon receipt of agency authorization and/or clearances/certifications or their candidacy may end.

**Supervisory Position:** No

**Relocation Expenses Reimbursed:** **No**  
Not Required

**Travel Required:**

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## Duties

**Basic Function of the Position:** Under the supervision of the Systems Manager, manages the Embassy's 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:

**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 etc.

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.

**New Technology Support (30%):** Performs DVC and presentation support to conferences, training sessions and for high level meetings between Washington DC and Colombo. 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.

**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 etc.

**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. etc.

**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

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## Qualifications and Evaluations

**Requirements:** **EXPERIENCE:** Minimum of 4 years' work experience performing progressively more responsible work in the management, administration and utilization of computer systems and networks, PC support programming, hardware and software troubleshooting, training users on Windows workstation and MS Office applications is required. **(Candidate must attach copies of relevant service/work experience certificates)**

### **LANGUAGE PROFICIENCY:**

1) Level IV (Fluent) Speaking/Reading/Writing English is required **(This will be tested)**.

2) Level IV (Fluent) Speaking/Reading/Writing Sinhala/Tamil is required.

**JOB KNOWLEDGE:** Comprehensive knowledge of IT system management, installing software and hardware, fact finding techniques, programming languages, system analysis and design Knowledge of statistical and spreadsheet formulation.

**SKILLS AND ABILITIES:** Ability to develop course material for IT Training Programs. Customer Service Skills in identifying issues and providing efficient solutions. Ability to explain and present technical information to users. Good technical skills to troubleshoot diagnose and resolve hardware/software/conferencing problems, maximize resources and system capabilities. Ability to balance workload demands between the central system and individual user requirements.

**Education Requirements:** Successful completion of 3 years of post G.C.E (A/L) studies in Computer Science is required. **(Candidate must attach copies of relevant educational certificates)**

**Evaluations:** **Language:** Level IV English Language Proficiency will be tested.

**Qualifications:** All applicants under consideration will be required to pass medical and security certifications.

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## Benefits and Other Info

### Benefits:

**Agency Benefits:** Locally Employed Staff, including Members of Household (MOHs), locally-resident EFMs and Third-Country Nationals (TCNs), working at the U.S. Mission in Colombo may receive a compensation package that may include health and other benefits as per the Local Compensation Plan.

For EFMs, benefits should be discussed with the Human Resources Office.

The pay plan is assigned at the time of the conditional offer letter by the HR Office.

**Other Information:** **EQUAL EMPLOYMENT OPPORTUNITY (EEO):** The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

**HIRING PREFERENCE SELECTION PROCESS:** Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

#### HIRING PREFERENCE ORDER:

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran\*
- (2) AEFM / USEFM
- (3) FS on LWOP and CS with reemployment rights \*\*

\* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of their most recent DD-214 ("Certificate of Release or Discharge from Active Duty"), equivalent documentation, or certification. A "certification" is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions within 120 days after the certification is submitted by the applicant. The certification letter should be on letterhead of the appropriate military branch of the service and contain (1) the military service dates including the expected discharge or release date; and (2) the character of service. Acceptable documentation must be submitted in order for the preference to be given.

\*\* This level of preference applies to all Foreign Service employees on LWOP and CS with re-employment rights back to their agency or bureau.

For more information (i.e., what is an EFM, USEFM, AEFM, MOH, etc?) and for additional employment considerations, please visit the following link: <https://careers.state.gov/wp-content/uploads/2018/04/VA-Definitions-and-Additional-Employment-Considerations.pdf>

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## How to Apply

**How to Apply:** All candidates must be able to obtain and hold a Local Security Certification clearance.

For more information on how to apply visit the Mission web site: (<https://lk.usembassy.gov/embassy/jobs/>)

### Required Documents:

**when applying for this position applicants must electronically submit copies of the documents listed below along with the electronic application, to be considered for employment. Failure to do so may result in a determination that the applicant is not eligible and qualified.**

- High School Diploma (Relevant Secondary Education Certificate)
- professional diploma or license (Relevant Certificate of the University/College studies/Professional Qualification)
- Transcript (Relevant Transcript of the University/College studies/Professional Qualification)
- Transcript 2 (Relevant Transcript of the University/College studies/Professional Qualification)
- Other Document (Relevant Service/Work Experience Certificates)
- Other Document 2 (Relevant Service/Work Experience Certificates)
- Other Document 3 (Relevant Service/Work Experience Certificates)
- Proof of citizenship [NIC/Passport/Residency and/or Work Permit (If applicable)]

**Next Steps:** Applicants who are invited to take a language/skills test, or who are selected for an interview will be contacted via email.

Due to the high volume of applications received, we will only contact applicants who are being considered.

Thank you for your application and your interest in working at the U.S. Mission in Colombo, Sri Lanka.

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