

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: 2013-02

OPEN TO: All Interested Candidates/All Sources.

POSITION: Multimedia LAN Management Assistant, FSN-7, FP-7

OPENING DATE: January 28, 2013

CLOSING DATE: February 11, 2013

WORK HOURS: Full-time; 40 hours/week.

SALARY: * Ordinarily Resident (OR): CHF. 89,679 p. a (starting Salary)
(position grade: FSN-07).

*USEFM & Not-Ordinarily Resident (NOR): \$39,994 USD p.a.
(Starting salary- to be determined by Washington) (Position
Grade: FP-06).

ALL ORDINARILY RESIDENT (OR) APPLICANTS (see Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Mission in Geneva is seeking an individual for the position of Multimedia LAN Management Assistant.

BASIC FUNCTION OF POSITION

The incumbent is responsible for the day-to-day operations, installation, modification and maintenance of the multimedia equipment located inside the U.S. Mission. The incumbent will also support the operation and maintenance of the BlackBerry Enterprise Server and associated equipment, the inventory/maintenance of all laptops and mobile devices, system operations, and any other required duties.

MAJOR DUTIES AND RESPONSIBILITIES

The incumbent is responsible for all multi-media functions at U. S. Mission Geneva, installing, maintaining and supporting the day to day operations of all multimedia resources to include Digital video teleconferencing, audio-visual equipment, PowerPoint presentations, Skype, Webinar and webcast sessions. Provides user support on all

Audio Visual (AV) presentations. Works closely with Public Diplomacy (PD) AV technician, as required, helping setup more complicated events requiring wireless microphones and videotaping of on online events, such as set-up wireless microphones and audio requirements for high-level meetings in conference rooms. May be required to work with a combination of computer-based design elements to create some form of digital media as in combined webcasts. The incumbent is required to stay abreast of all multi—media equipment and applications and make recommendations to post management on procurement and the proper use of equipment and applications.

Manages the day to day operations of the Blackberry Enterprise Server. This includes purchasing smartphone devices, coordinating new contracts with the vendor, configuring users on the BES server. troubleshoots user issues with devices such as mail not flowing to the device, connection issues as well as installation of RSA soft tokens, and manages existing contracts.

Solely responsible for inventory, issuing and maintenance of all laptops and mobile devices located in ISC and the conference rooms to include all OpenNet laptops. Installs encryption software on laptops as well as additional software as required by users. Provides user training on all Mission laptops and mobile devices to users and staff.

The incumbent provides first-tier help desk support and problem resolution to end-users and must be familiar with all Department of State software and hardware. Responsible for monitoring and analyzing system performance, creating and maintaining user profiles, installation of applications, and installation of printers. Assists with providing user with network id's, establishing user directories and access rights, developing login scripts, establishing email accounts, creating groups of users to share data and setting up user-friendly environment.

QUALIFICATIONS REQUIRED

All applicants **must address** each selection criterion detailed below with specific and comprehensive information supporting each item. If you do not address these qualifications in your application you will be considered “unqualified.” You may attach an additional narrative statement if needed.

1. High School Education required
2. Level IV (good working knowledge) speaking/reading English is required.
3. At least two years of experience providing multimedia IT support is required.
4. Knowledge of principles of TCP/IP networking. Understanding of how computer, server and peripheral components interact with various multimedia devices.
5. Strong technical skills related to multimedia, computer equipment, and customer service skills are required. Excellent troubleshooting skills, especially during times of

high stress or crisis. Clear and concise written and oral communications for synthesizing and presenting information.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) for Locally Employed Staff or Family Member (DS-174) found or eForms (for current employees), by double clicking the icon below or by contacting HR for a copy;



UAE - WORD
Fillable.doc

OR,

2. A current resume or curriculum vitae that provides the same information found on the UAE (see *Appendix B*); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Human Resources Office
Insert Address: GenevaHR@state.gov.

POINT OF CONTACT

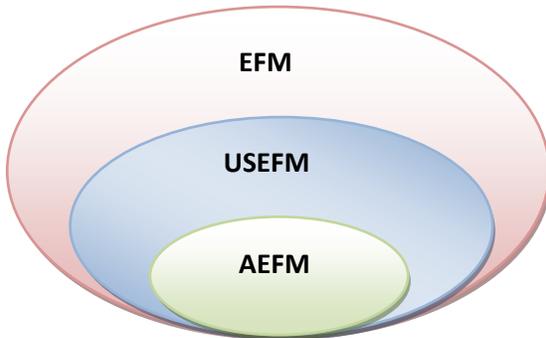
Name: Laurence Furstenberger
Telephone: 022 749 44 27

CLOSING DATE FOR THIS POSITION: February 11, 2013

The U.S. Mission in Geneva 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. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the Application for Employment.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes*

- or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
 - I. Eligibility to work in the country (*Yes or No*)
 - J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
 - K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
 - L. Days available to work
 - M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
 - N. U.S. Eligible Family Member and Veterans Hiring Preference
 - O. Education
 - P. License, Skills, Training, Membership, & Recognition
 - Q. Language Skills
 - R. Work Experience
 - S. References