

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

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| 1. POST Embassy Kampala | 2. AGENCY Department of State | 3a. POSITION NO. K0154635 |
|-----------------------------------|---|-------------------------------------|

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. Yes **2** No

4. REASON FOR SUBMISSION

- a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (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 | Information Management Assistant; 1805 | FSN-09 | AFRCC : MHB | 6/18/2021 |
| b. Other | | | | |
| c. Proposed by Initiating Office MGT/IRM/ISC | | | | |

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| 6. POST TITLE POSITION (if different from official title) Network Telecommunications Assistant | 7. NAME OF EMPLOYEE |
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| 8. OFFICE/SECTION U.S. Embassy Kampala | a. First Subdivision Management Section |
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| b. Second Subdivision Information Resources Management (IRM) | c. Third Subdivision Information Systems Center (ISC) |
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| <p>9. This is a complete and accurate description of the duties and responsibilities of my position.</p> <p>_____ Typed Name and Signature of Employee Date(mm-dd-yy)</p> | <p>10. This is a complete and accurate description of the duties and responsibilities of this position.</p> <p>_____ Typed Name and Signature of Supervisor Date(mm-dd-yy)</p> |
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| <p>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.</p> <p>_____ Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yy)</p> | <p>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 3 FAH-2 standards.</p> <p>_____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)</p> |
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13. BASIC FUNCTION OF POSITION

The Incumbent configures, manages and maintains the U.S. Embassy Kampala Department of State (DoS)'s Dedicated Internet Network (DIN), Sensitive but Unclassified (SBU) and wireless networks. The position holder evaluates the existing network and determines flaws in design then proposes solutions as required. Conducts the necessary analysis to provide a stable network. The position will perform advanced analysis configuration and testing of the network, perform routine technical support, monitor network security, apply required software patches and document / diagram the network infrastructure and architecture using the latest software tools.

14. MAJOR DUTIES AND RESPONSIBILITIES **% OF TIME**

A. Infrastructure Management and Support

50%

Has total responsibility for the design, development, planning, and maintenance for the structure of the network cabling topology configuring network routers and switches in accordance with Department security and configuration standards. Conducts surveys of proposed changes to post's telecommunication equipment and links to verify and evaluate design standards, effectiveness, and feasibility for enhancing operations. Provides subject matter expert recommendations for implementing upgrades for existing equipment, and advises management of essential telecommunication upgrades, protocols and services.

Independently responsible for managing, controlling, troubleshooting, repairing, and maintaining the DoS Unclassified systems. Ultimately responsible for implementation, installation, operation, and maintenance for two Local Area Networks, more than 300 PCs of different models, network equipment, servers

Additionally, responsible for maintaining the integrity of Windows environment comprising multiple networks operating software, workstations and multiple virtual server environments including Internet Information Server, SQL Server, Print and Management servers. The incumbent must acquire expert knowledge of the Department's approved administration and support software.

Utilizes expert knowledge of System Management Server tools to install software and patches needed to upgrade, repair or enhance hardware performance

To ensure system reliability and availability, manages and controls complete computer maintenance workshop with test equipment, tools, and inventory for equipment and spare parts. Conducts technical and site surveys to determine specific computer requirements for upgrades, spare parts and supply stock including cables, network accessories, replacement hardware parts etc. Identifies hardware design problems, develops solutions and implements Responsible for the system performance therefore regularly conducting routine equipment inspections, alerts the facilities team with environmental, electrical or structural concerns.

Provides Subject Matter Expert advice and technical support in the areas of planning, expansion, replacement, or consolidation on ISP circuits for different agencies (ICASS & NON ICASS) e.g., USAID and CDC.

Assess network performance to ensure that the service level agreements with the Internet Service Providers are being met. Provide recommendations for network planning and upgrades to increase performance.

B. Security and Disaster Recovery

15%

Develops and implements critical, highly complex disaster recovery/contingency plans complying with DoS guidelines. The incumbent will perform network redundancy and backup procedures, supervise recovery functions, performs the necessary diagnostics using software and hardware tools to ensure the proper system recovery procedures are adhered to and documented.

Provides detailed functional specifications and subject matter expert recommendations to improve server room security to ensure all unclassified computer equipment and related hardware are properly maintained and allocated to designated user/role.

C. Equipment Lifecycle Maintenance

15%

Responsible for the server room, limited access areas (LAA) and remote site infrastructure overhauls. Renovations include new installations, replacement of existing racks, equipment, cables, proper labeling and documentation.

Responsible for establishing and implementing one, three and five-year equipment replacement cycle plans based on GITM replacement and evaluation and analysis of hardware performance and development in the computer industry selecting the best hardware resolution to meet mission goals and objectives.

Reviews and identifies equipment, systems upgrades, spare parts and computer supplies to be purchased for State systems (\$ 300K - \$ 500K/year). Provides technical recommendations-, short- and long-term computer strategies, risks assessments and configuration plans to IT management to ensure proper selection of equipment, IT and telecommunication services, supplies, precise specs, and vendor selection.

D. System Documentation

20%

The incumbent creates and maintains documentation as it relates to network configuration, network mapping, diagraming

for both infrastructure and architecture using the latest software diagramming tools. The documentation artifacts will include the following:

- Network design document
- Network support document
- Routing snapshot
- Layer 1 to show the physical connections between the critical equipment.
- Layer 2 for VLAN numbers, link aggregation and trunk connections
- Layer 3 to document IP segments and all network devices that interconnect
- Circuit number table
- IP address allocation table
- Rack layout diagram
- Wi-Fi diagram
- Cable plan
- Routing protocol diagram
- Security diagram
- Cloud services diagram
- Patching table
- Asset tracking
- Network design document
- Network support document
- Routing snapshot

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Academic

Bachelor of Science degree in the fields of Electronic or Telecommunication Engineering is required.

Professional

The following Certifications in maintaining, designing, and managing networks are required:

1. Microsoft Certified System Engineer (MCSE) or Microsoft Certified System Administrator (MCSA) is required.
2. Cisco Certified Network Professional (CCNP) or Cisco Certified Network Administrator (CCNA) is required.
3. CompTIA networking certification is required

b. Prior Work Experience:

Minimum of 5 years' experience in managing sophisticated computer networks and as a professional computer specialist in maintaining, designing, managing and administering Local Area Networks is required.

c. Post Entry Training:

Training on federal information technology policies and security procedures. Agency-specific courses in network management, system administration, and information assurance

Formal training provided by Diplomatic Security, and the School of Advanced Information Technology (SAIT). Online training provided by the Foreign Service Institute (FSI).

- IA210 - System Administrator Cybersecurity Foundation
- YW456 Windows Server 2012 (currently available but will be upgraded to new version soon)
- YW410 - Windows 10 - YW411 - Powershell Basics
- YW440 - Exchange 2016
- PA-296 – How to be a Contracting Officer Representative & GSA required training
- myServices Manager Training

- ILMS / Ariba Procurement
- ILMS / Asset Management

d. Language Proficiency: *(List both English and host country language(s) proficiency requirements by level and specialization)*
Level IV (Fluent) speaking/writing/reading of English is required.

e. Job Knowledge:

- Must have expert professional knowledge in network protocols, overall network/desktop technology, TCP/IP network design and planning, routing protocols, OSI model, SNMP, Frame Relay protocols, ISDN network design and engineering, advanced telecommunication, Cisco router and switches configuration and troubleshooting, network operating system, network management tools, automation policies and procedures, design techniques, management techniques and system analysis, computer programming languages, network performance tools and capacity planning
- Extensive experience in designing, implementing, and troubleshooting VLAN using Cisco equipment, knowledge of Spanning Tree Protocol (STP), VLAN and Inter-VLAN routing.
- Since the State Department IT infrastructure and operation is Microsoft based, the jobholder is required to be a Microsoft Certified member. Given the variety of technical requirement and the technical involvement of the job holder in technical matters that may impact on the IT operation at an enterprise level, the level of expertise required is a Microsoft Certified Systems Administrator or Microsoft Certified Systems Engineer.

f. Skills and Abilities:

- Ability to lift up to 50 lbs.
- Sound technical skills and decision making to independently manage, administer and maintain large computer LAN and WAN installation, using available tools, technical and administrative reference material in support of management responsibilities.
- Developed interpersonal skills and ability to communicate variably with staff at post and help desks in DOS and ability to communicate information and problem solving in writing so others will understand. Ability to communicate verbally and in writing with senior management, host country organizations including the Ugandan Ministry of Communication, local and international vendors.
- Analytical skills to provide subject matter expert recommendations and resolutions for technical problems related to network operations and installations.
- The ability to present new ideas to resolve complex problems and present strategic thinking
- Skills and abilities to lead and direct technical teams.
- Must have excellent organizational and planning.
- Ability to identify, research, and resolve technical problems relating to the network environment.
- Ability to work in stressful situations and meet deadlines.
- Regular computer keyboard skills with accuracy is required.

16. POSITION ELEMENTS

a. Supervision Received:

The Information Systems Officer directly supervises the incumbent and serves as the incumbent's rater.

b. Supervision Exercised:

None.

c. Available Guidelines:

Office instructions, general embassy and DoS IT procedures, Section 5 - Information Management of the Foreign Affairs Manual and Handbook. Must comprehend the U.S. Government physical and cyber security regulations in order to understand what is allowed and not allowed on the networks and to protect confidentiality, integrity and availability of information systems.

d. Exercise of Judgment:

He/she must use good judgment and independently resolve network and telecommunication problems, network installations, systems upgrades, network performance, system administration, and maintenance problems.

e. Authority to Make Commitments:

N/A

f. Nature, Level, and Purpose of Contacts:

He/she works with external contractors (local & international); for example weekly contact with the Washington DoS Help Desk contractors to report outages and ongoing performance troubleshooting. Quarterly contact with local telecommunication experts to complete infrastructure upgrades. Weekly communications with ISP vendors to manage the network connectivity. Weekly contacts with customers at all levels from inside the Interagency and Department of State; including unclassified and SBU network customers to report both scheduled or unscheduled outages via phone or email, resolving network latency issues. Other Agency counterparts in USAID and CDC to collaborate on infrastructure modifications and resolve network issues. Semi-annual to annual contacts with VIP advance teams for setting up control centers and establishing communications for the visit.

g. Time Expected to Reach Full Performance Level:

He/she is expected reach full performance in 6 months.