

13. BASIC FUNCTION OF POSITION

Under the direct supervision of the American Information Systems Officer, the incumbent of this position is responsible for the day-to-day operation, modification, maintenance and installation required for the Mission's public Internet and Intranet web sites. This position is also responsible for the limited day-to-day operation, installation and maintenance of the mission's Local Area Network (LAN) personal computers and peripherals and for providing support, assistance and training to all users.

14. MAJOR DUTIES AND RESPONSIBILITIES

see attached sheet

% OF TIME

Continuation:

14. Major Duties and Responsibilities

50 % of Time

A. Internet, Intranet, LAN Personal Computer Installation, Operation, Modification and Maintenance:

Performs all maintenance, new design and related updates for Mission web sites, both public and Department of State.

Performs limited installation of computer hardware, software and cabling including all computer components for the Mission unclassified LAN. This entails running cables when necessary, the setting of board (switched and jumpers), insertion of boards, and the testing of hardware and system software. Components include computer motherboards, power supplies, network interface cards, hard drives, floppy disks, monitors, printers, scanners, CD-ROM drives, keyboards and mouse.

Installs and maintains Department of State applications.

Performs diagnostic checks, trouble-shoots, and performs repairs of all major hardware problems on LAN computers and attached peripherals. Removes and replaces PC boards, hard and floppy disks and cables as required.

Performs periodic cleaning and maintenance of LAN computers and peripherals, and keeps records of maintenance problems and repairs in PC maintenance log book.

Ensures that only authorized Department of State software is installed on computers.

B. User Support and Assistance

40 %

Assists users in resolving operational problems with the LAN workstations and standard applications.

As required by the American System Manager, maintains and updates all Mission specific application software used by employees. Performs diagnostic checks and trouble-shoots Mission specific application software.

C. Administrative Tasks

10 %

Maintains inventory of ADP related items, including hardware, software, training materials, reference books and manuals and serial numbers. Tracks original software and documentation, and ensures proper registration.

D. DESIRED QUALIFICATIONS