

# "Colombo-2023-048" Vacancy Details

## About

**Announcement Number:** Colombo-2023-048

**Hiring Agency:** Embassy Colombo

**Position Title:** Information Management Assistant - Open to All Interested Applicants [Female/Male]

**Open Period:** 09/14/2023 - 09/28/2023  
Format MM/DD/YYYY

**Vacancy Time Zone:** GMT+5.5

**Series/Grade:** LE - 1805 9

**Salary:** USD \$973 /Per Month

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

**Promotion Potential:** LE-9

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

**Telework Eligible:** No

**For More Info:**  HR Section  
 HRatPost@state.gov  
 HRatPost@state.gov

## Overview

**Hiring Path:** • Open to the public

**Who May Apply/Clarification From the Agency:** Open to: All interested applicants - All/or USEFMs, EFMs or MOHs. LE staff salaries are denominated in U.S. Dollars and will be paid in Sri Lankan Rupees at the going rate of exchange each pay period.

The official rate for September 5, 2023 is 1USD = 321 LKR. This is a temporary revision and should not be assumed as an acquired right.

For USEFMs, FP is FP 5(Steps 1 through 4), Actual FP salary determined by 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 Information Management 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:** The incumbent is part of the Information Resource Management (IRM), Information Systems Center (ISC) team and works independently to support and advance automation efforts. As part of the ISC team, the incumbent will help support the daily operations of the mission's three official networks/systems and infrastructure, providing maintenance, upkeep, modifications, connectivity, maintaining cybersecurity protocols, and providing customer service to over 700 network/system users.

### Major Duties and Responsibilities:

(50%) The incumbent is responsible for providing support to the Mission's automation efforts (see \*Note below). He/She will take primary responsibility for developing the Mission Intranet site and any other web development. He/She will be responsible for functional analysis of user operations, requirements gathering and the development of Mission databases and applications to improve user productivity. He/She will interface directly with customers to identify needs and requirements, and will lead automation development

using approved applications like SharePoint, Power Automate, VB Scripting, ServiceNow, etc. Incumbent is responsible for integration of cyber and information security into automations and websites and ensure they comply with relevant Department policy.

\*Note: IT automation is the process of creating software and systems to replace repeatable processes and reduce manual intervention. It accelerates the delivery of IT infrastructure and applications by automating manual processes that previously required a human touch. Automations can include collaboration software and systems that improve efficiencies and bolster information sharing.

(25%) She/He must possess exceptional English and verbal communication skills and will be responsible for project presentations (written and oral) to leadership that articulate the benefits to Mission objectives, process enhancement and/or efficiency enhancements. He/She will write policy, standard operating procedures, customer notices, keep leadership informed project status. He/She will be required to work independently, with team members, customers, leaders, and garner support across the inter-agencies as needed to complete projects and objectives. He/She will work with Mission personnel across teams and with fellow IRM associates to maximize the benefits from standard Windows applications and other software and automation packages.

(20%) The position is one of several responsible for the daily operations of the OpenNet Network system, and two other official Dedicated Internet Networks (DINs). He/She is responsible for providing support to these three networks/systems, infrastructure, and maintaining cybersecurity protocols. He/She will work together with fellow IRM associates to support, update, manage, all official networked systems, and equipment. The incumbent has primary responsibility for support of OpenNet and DIN users in both unclassified and Control Access Areas (CAA). The incumbent serves as the primary Customer Service Interface for IRM; responding to requests that may include: password resets, account transfers, data management, mobile device preparation and management, user account creations/deletions, customer check-in/-out assistance, and printer and print-server configuration, support and administration, account transfers and issue resolution, and mobile and desktop equipment configuration and troubleshooting. Incumbent is also partially responsible for writing and updating standard operating procedures (SOP) that relate to networks, systems, equipment, and customer usages/interface with these networks, systems, and equipment.

Additionally, the incumbent manages mission-wide disposal and degaussing of computer hardware and tapes (classified and unclassified) and is responsible for disposal and management of all Embassy IT equipment. The incumbent assists in and monitors the IT aspects of office renovations and installation of IT equipment throughout the Embassy and overseas shipping and receiving of ISC equipment. She/He is also responsible for coordinating general office operations as directed by the Information Management leadership.

(5%) Serve as data manager for all official data and information (both physical and electronic). He/She is, at all times, responsible for proper information and data management, retention, archival, disposition. He/She, in partnership with other IRM associates must audit all systems, data stores, and spaces at least annually for security compliance, data retention and storage, data access permissions, and space accreditations and access permissions. He/She must be able to communicate all data and space management policy to customers verbally and writing and will provide annual training to mission personnel.

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## Qualifications and Evaluations

**Requirements:** **EXPERIENCE:** A minimum of 3 years of hands-on work experience with Information Technology systems and applications (Network/Security/Troubleshooting/ Development) 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 III (Good Working Knowledge) Speaking/Reading/Writing Sinhala/Tamil is required.

**JOB KNOWLEDGE:** Service-level knowledge of Microsoft OS and 0365 applications, automation apps and systems (I.e., Power Automate, PowerApps, ServiceNow, etc.), and cyber technologies are required. Must have a working knowledge of network infrastructure installation and management practices.

**SKILLS AND ABILITIES:** Must possess excellent interpersonal, customer service and listening skills. Incumbent must possess a strong intellectual skills and have the ability to work proactively, independently, and in/as a team environment under minimum supervision. Strong customer service engagement skills with experience communicating with customer directly and in writing is also required.

**CERTIFICATIONS:** Minimum one (1) of the following certifications:

Microsoft Certified(Azure Developer/Power Platform Developer/App Maker/Security Engineer/DevOps Engineer/Solution Architect/Data Engineer)

Amazon Certified(AWS Certified Developer Associate/AWS Certified Solutions Architect-Associate)

Google Certified(Google Professional Cloud Developer)

Cisco Certified(CCNA/CCNP/CCIE)

BICSI Certified(Installer 1+2/Technician)

**Education Requirements:** Successful completion of Bachelor's degree in Computer science/Information Sciences/Information Technology or local academic relevant 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.**

- Degree Certificate (Computer science/Information Sciences/Information Technology)
- professional diploma or license (Relevant Certificate of the University/College studies/Professional Qualification)
- Transcript (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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