



# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
<b>1. Post</b> Belmopan, Belize		<b>2. Agency</b> Department of State		<b>3a. Position Number</b>
<b>3b. Subject to identical positions? Agencies may show the number of such positions authorized and/or established after the "yes" block.</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
<b>4. Reason For Submission</b> <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) _____, (Title) _____ (Series) _____ (Grade) _____ <input checked="" type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain)				
<b>5. Classification Action</b>	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	IT/Multi-Media Technician	FSN-7		
b. Other				
c. Proposed by Initiating Office IRM				
<b>6. Post Title Position (if different from official title)</b> IT/Multi-Media Technician		<b>7. Name of Employee</b> Vacant		
<b>8. Office/Section</b>		<b>a. First Subdivision</b> Information Resource Management		
<b>b. Second Subdivision Management</b>		<b>c. Third Subdivision</b>		
<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>  <p style="text-align: center;">Vacant</p> _____ Typed Name and Signature of Employee                      Date(mm-dd-yy)		<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>  <p style="text-align: center;">Allen D. Gandy</p> _____ Typed Name and Signature of Supervisor                      Date(mm-dd-yy)		
<b>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.</b>  <p style="text-align: center;">Allen D. Gandy</p> _____ Typed Name and Signature of Section Chief or Agency Head                      Date(mm-dd-yy)		<b>12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</b>  <p style="text-align: center;">Sharon K. Featherstone</p> _____ Typed Name and Signature of Admin or Human Resources Officer                      Date(mm-dd-yy)		
<b>13. Basic Function Of Position</b>  Under general supervision of a US Information Management Officer or designate the incumbent will serve as the locally employed telecommunications technician. As the telecommunications tech the incumbent is directly responsible for ensuring the proper functioning of the mission's telephone, TV, and radio network. The incumbent will serve as the multi-media technician responsible for maintaining, installing, and running an equipment pool consisting of laptops, projectors, video screens, and PA/DJ equipment. The incumbent will also serve as a backup switchboard operator and DPO mail clerk which includes mail runs to the Belize airport.				
<b>14. Major Duties And Responsibilities (See attached sheet)</b> _____ % OF TIME				

## 5. Qualifications Required For Effective Performance

### a. Education

Completion of Secondary School is Required.

### b. Prior Work Experience

Two years progressively increasing responsibility in the telecommunications industry is required.

### c. Post Entry Training

Appropriate training in the various elements of DoS, IRM, and OpenNet operations will be available on the job, online, or in classroom. Training in U.S. government policy and procedures as pertinent to computer networks and Diplomatic Security (DS) requirements will be available. Training in State department telephone systems will be provided.

### d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III ) and specialization (sp/read).

Level IV (Fluent) Speaking/Reading/Writing English is required.

### e. Job Knowledge

Thorough understanding of telecommunications; experience operating, installing, and maintaining multimedia equipment such as video/teleconferencing systems, video projection equipment, and audio/speaker systems; experience in installing application software, virus definitions, and patches with the proven capability to learn and self instruct in hardware setup and use. Some experience in installing and maintenance of PC hardware/software and networks. Knowledge of multimedia and radio equipment. Software experience in MS Office 2007 products (Word, Excel, PowerPoint, Access, and Outlook), and multimedia applications is required.

### f. Skills and Abilities

Ability to work independently to manage all aspects of the position.

Strong customer service and communication skills.

Ability to train and work effectively with users.

Ability to work under pressure in order to diagnose and troubleshoot and correct problems under emergency circumstances (e.g., last minute media presentations).

Proficient in planning, analytical and diagnostic skills in overseeing the maintenance, modification, and operations of all equipment in the media pool.

Must be available for occasional, infrequent, off-duty and weekend work. Must be able to respond to emergencies within one hour of call-out.

A valid driver's license is required. Must be able to pass a physical examination as an occasional driver and must be able to maintain the medical certification for continued employment.

## 16. Position Element

### a. Supervision Received

Incumbent is directly supervised by the Information Management Officer or designee. The IT/Multi-Media Tech must demonstrate the ability to work with minimal supervision, in accordance with training provided by IM Specialist.

### b. Supervision Exercised

None.

### c. Available Guidelines

DoS, IRM, Mission guidelines, Diplomatic Security Regulations, Operating manuals, user manuals, training manuals and SOPs created by the incumbent. The DoS and IRM applications are documented by circuit diagrams and various technical reference manuals but these are not universal in completeness and do not assess in detail all the diagnostic and problem solving steps required to analyze and resolve a wide ranging variety of more complex difficulties which can be encountered.

### d. Exercise of Judgment

Sound judgment is a key factor in efficiently and cost effectively fulfilling the various application management responsibilities. Uses a high level of technical judgment in creating effective technical solutions in resolving problems

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and designing modifications to existing systems. Incumbent must use own judgment to creatively produce presentation setups and resolve telecommunications issues. System availability is paramount to the delivery of service to the Mission Users and equipment.

**e. Authority To Make Commitments**

The incumbent is authorized to commit the resources, (technicians, spare parts, basic systems and computer equipment, and software in compliance with software license arrangements) as necessary in maintaining continued operation of the equipment pool and telecommunications network for the Embassy, with the approval of the American supervisor.

**f. Nature, Level, and Purpose of Contacts**

The incumbent deals routinely with various elements of DoS, IRM, FRC, and with the Department.

**g. Time Expected to Reach Full Performance Level**

One year.



## 14. MAJOR DUTIES AND RESPONSIBILITIES —

**Continued**

Responsible for maintaining an equipment pool of various multi-media resources including projectors, audio/visual equipment, PA systems, laptop computers, etc. Responsible for maintaining control of all equipment in the equipment pool. Responsible for ensuring all equipment is updated with Department mandated software and controls; specifically antivirus software, definitions, and encryption. Provides user training on equipment in the pool to ensure proper security procedures are enforced and to ensure the user knows how to operate the equipment. **35%**

Multi-Media – Incumbent will inventory, maintain, set-up, and operate various pieces of multi-media equipment. This includes, but is not limited to, projectors, laptops, and PA equipment. Incumbent will be totally responsible for the equipment ensuring each piece of equipment is operational and will become the subject matter expert on all issues related to multi-media productions. The incumbent will create a database used to track all multi-media equipment owned and operated by the US Embassy. The incumbent will set up and run the multi-media equipment as necessary for all Embassy functions or will train end users how to properly operate the equipment. The incumbent will be responsible for ensuring all encryption, patches, and virus definitions are loaded onto laptop computers prior to issuing the devices to users. **35%**

Responsible for maintaining the Embassy's telecommunication system to include running cables for new computer locations, adding OPX lines, and troubleshooting the telephone system. Will be the point of contact for BTL and will coordinate resolution of any problems with connectivity.

Telecommunications – The incumbent will install, maintain, and repair all telephone and high speed circuit equipment and cabling within the mission facilities, to include housing units. The incumbent will maintain various types of telephone equipment according to manufacturer's specifications and State Department directives to include performing preventive and scheduled maintenance when necessary.

Using test equipment the incumbent monitors, analyzes, and diagnoses high speed telecommunications circuits, circuit interruptions, and deficiencies. The incumbent collects data, determines the nature of the problem, and then takes the required corrective action. Using the manufacturer's service and technical manuals, schematic drawings, and system documentation, repairs or takes other appropriate action to assure all telecommunication equipment and circuits are operating properly within prescribed quality standards. This includes working with local and international carriers to restore all voice and data circuits used by the mission when necessary.

The incumbent establishes and maintains contacts at the technical level with telecommunications companies and regional State Department technician to restore lines, improve high speed circuits, and facilitate obtaining and installing additional circuits needed.

Responsible for maintaining the Embassy's satellite TV system. **20%**

Responsible for maintaining the Embassy's radio network. Will be point of contact with BCSL and will coordinate any work done by the company. **10%**

Radio – Incumbent will install, program, maintain, and troubleshoot the Mission's radio program. The Mission's radio program consists of several repeaters hosted by BCSL on Baldy Beacon in Mountain Pine Ridge. Our radio inventory consists of 31 handheld radios, 28 mobile radios, and various base stations. The incumbent will be responsible for maintaining, programming, installing, and instructing on the proper use of radios when necessary. The incumbent will maintain an inventory database of radios and cell phones own and controlled by post.

Other duties as assigned.