Attachment I: Statement of Work

Information Technology Assistant (ITA)

Introductory Statement: The Information Technology Assistant (ITA) reports directly to the Information Technology Manager (ITM) or Information Technology Specialist (ITS) with technical guidance provided by the International Technical Support group at the Peace Corps Headquarters in Washington, DC. The ITA is the primary contact for first-tier technical support, staff training, online content management, and policy compliance at post. Daily tasks will be managed by the IT Manager/Specialist. The ITA will be required to travel and assist with IT related issues in an event that the ITM/S not able to travel to remote offices. The ITA will carry out the duties of the ITM/S when the ITM/S is absent or if the ITM/S position is vacant.

Duties and responsibilities for this position include:

- **Customer Technical Support (30%)**
  - Provide first-tier computer, printer, network, and software application support for all staff. Escalate unresolved problems to the IT Manager or Specialist. Solicits assistance from the post's Information Technology Manager/Specialist (ITM/S) when encountering issues beyond his/her expertise.
    - Assist the ITM/S in the management of the telephone system and photocopiers and with prior approval, escalate issues not resolved to Vendors that will come in to resolves such issues
    - Assist staff in moving IT equipment to locations where such equipment will be required for use. Coordinates equipment requests/delivery/return from Staff and ensures all appropriate forms are completed with proper authorizations signatures. Verify equipment is good condition when returned.
    - Replace toner in printers and copiers
  - Identifies recurring problems, systemic problems or other factors impacting computer use at post and reports them to the post's ITM/S.
  - Independently manages hardware and software in the environment; identifies and solves technical problems including, but not limited to, hardware, software, and Internet connectivity issues. Re-images and reassigns computer equipment as staff positions are filled or vacated. All of the above will be conducted under OCIO Peace Corps guidelines and policies.
  - Provide IT support to Volunteers in accordance with standard operating procedures including supporting required Volunteer IT applications, providing WiFi access to Volunteers, and providing general workstations that include printing and scanning capabilities.
    - Provide support and guidance to Peace Corps Volunteers (PCVs) over the phone or in person and communicate back with PCVs to ensure the situation was resolved.

- **Network and Systems Administration (20%)**
  - Monitor users' internet access to comply with agency security standards
  - Monitor compliance in terms of applications use, and be point of contact to new requirements between Post and the U.S.-based Office of the Chief Information Officer (OCIO)
  - Monitor and guide the use of external storage resources on the network so as to remain compliant to Agency Security policies
  - Provide Weekly IT Security reminders and notification to staff

- **Information Management (10%)**
  - Ensures that post data is organized in an efficient manner, easily accessed and stored in a safe and secure environment. Maintains and administers data storage databases and applications. Ensures privileged data is only available to authorized staff and reports attempted access to prohibited data to the appropriate authorities.
    - Maintains an up-to-date and accurate inventory of Post IT assets.
    - Maintains Post personnel and PCV databases.
    - Responsible for updating all staff information changes on local server and workstations as necessary.
    - Maintains, updates, troubleshoots users directory list in Secure File Transfer Protocol (SFTP).

- **User Training (30%)**
  - Conducts formal and informal IT training to staff with varying degrees of technical proficiency. Training will be conducted on software applications mainly based on Windows Platform, appropriate use of IT in the workplace, Microsoft Office programs, and other Peace Corps applications
  - Provide IT user orientation for new staff
  - Develop and maintain a comprehensive library of training materials
  - Provide training to Peace Corps Trainees during Pre-Service Training

- **IT Administrative Tasks (10%)**
  - Responsible for complying with all administrative tasks related to Information Technology as assigned by the ITM/S
  - Maintain and organize IT relevant documentation (Forms and Incident reports)
  - Work with ITM/S in submission of Track-it tickets for unresolved IT issues at Post
  - Maintain and manage Office shared files in accordance to Post Record Management
  - Provide technical assistance to staff in uploading Volunteer photos and data into Peace Corps applications

- **Other**

- Performs other duties or assignments, when deemed necessary by the Country Director and/or Supervisor, for the successful implementation of Peace Corps program(s) and/or operations in Lesotho.
- Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.
- **Occasional Money Handler/Holder:** May be designated as an occasional money handler/holder (OMH) if assigned by the Director of Management and Operations. As an OMH, may be requested to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to Pre-Service Training/In-Service Training site(s), or other locations as directed by the Overseas Contracting Officer (OCO). May also be requested to courier cash to Peace Corps Trainees or Volunteers. The Contractor will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the Contractor will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the OCO.
- Given that as a result of the COVID-10 pandemic there will be a lengthy period where there are likely to be limited or no Peace Corps Trainees and/or Volunteers (jointly referred to as "Volunteers") at Peace Corps/Lesotho, the PSC may be temporarily assigned during the COVID-19 pandemic, as determined by the Peace Corps Director, to carry out additional duties and responsibilities in the furtherance of the goals of the Peace Corps in order to enhance the ability of Peace Corps Volunteers to perform functions under the Peace Corps Act, including facilitating a safe environment in order for the successful return of Volunteers.

  This temporary assignment may require the PSC to provide services and/or support beyond what is listed in their current Statement of Work (SOW). The services and/or support may take many forms, examples of which may include but are not limited to, training, providing administrative, technical, medical, and/or operational assistance, building on host country programs, etc. This temporary assignment also may require the PSC to provide these services and/or support to individuals/organizations other than those listed in their current SOW such as host country government, partner organization(s), community member(s), staff, and/or contractors.
- Required Continuing Education Credit Hours for ITAs - 20 continuing education (CE) hours are required for ITAs to maintain their professional competence and provide quality professional services annually. The ITA must:
    - Complete the required IT training courses as identified by OCIO.
    - Provide proof of completion (certificate) to their supervisor in order to claim CE credit upon completion of each learning activity.
    - Maintain training records and proof of CEs completed.
- Must comply with the basic on-the-job rules listed in Peace Corps Manual Section 647.

The following general factors apply to this position:

Factor 1-7 Knowledge Required by the Position

a) **Required:** Education: Completion of education or training resulting in at least a bachelor's degree in information technology, computer science, or related.

b) **Desired:** Education: Certification in A+, Network+, Security+, MCSE, CCNA or similar

c) **Required:** Prior Work Experience: At least two years of experience with the administration of computer server systems is preferred.

d) **Required:** Prior Work Experience: At least two years of information technology customer service support.

e) Language: Must possess English fluency in both written and spoken communication.

f) Job Knowledge: A basic understanding of Peace Corps policies, procedures, internal controls and reporting requirements. Demonstrates ability to learn computer equipment operations; hardware and software technology.

g) Skills and Abilities: Good interpersonal skills to develop and maintain two-way communications and promote computer services.

- **Factor 2-4 Supervisory Controls**
  - The Contractor operates with a high degree of independence and reports to the Information Technology Manager (ITM) or Information Technology Specialist (ITS) who, in consultation, establish basic parameters of work and determine priorities and deadlines in terms of policy, priorities, results to be achieved, and basic approaches. Assignments are made orally and in writing. Routine and recurring work is reviewed on a periodic basis while task-oriented work is reviewed as completed.

- **Factor 3-3 Guidelines**
  - Guidelines consist of established procedures, policies and handbooks covering the application of analytical methods, techniques and reference material, instructions and regulations covering the subjects involved. Guidelines which are not completely applicable to the work or have gaps in specificity will require the employee use judgement to choose, interpret and adapt the guidelines to specific issues or subjects.

- **Factor 4-4 Complexity**
  - The work involves the maintenance and administration of IT systems at Post. Difficulty is encountered when issues arise which are beyond the capabilities of the ITA. While the ITA is expected to troubleshoot issues proactively, s/he must possess the ability to clearly communicate issues to the IT specialist or Tier-II support staff (within the International Support & Operations group at Peace Corps Headquarters) to aid in finding a quick and efficient resolution.

- **Factor 5-3 Scope and Effect**
  - The purpose of the work is to provide post with Tier-I technical coverage. The employee will work closely with Post staff on a daily basis and make contributions to the operations of other teams within Post.

- **Factor 6-3 Personal Contacts**
  - Personal contacts are with individuals outside of the agency and may include consultants, contractors, vendors or business executives in a moderately unstructured setting.
- **Factor 7-2 Purpose of Contacts**
  - The purpose of contacts is to enhance the ability to work effectively with the Internet Service Provider (ISP) and other providers of professional services to maintain the integrity of Peace Corps systems and continue the mission of the agency.
- **Factor 8-1 Physical Demands**
  - The work is primarily sedentary, although some walking, bending or carrying of light items may be required.
- **Factor 9-1 Work Environment**
  - The work environment involves everyday risks and discomforts that require normal safety precautions typical of such places as offices, meeting rooms, training rooms, etc. The work area is adequately lighted, heated and ventilated.