

Information Technology Assistant (ITA)

The incumbent will serve the IT needs as described below of Togolese and American staff and Volunteers of all genders and ethnicities. As such, he or she will be expected to uphold PC's commitment to equity, diversity and multiculturalism.



Vacancy Announcement

(VACANCY PSC-04-2021)

The United States Peace Corps Togo is seeking an individual for the position of
Information Technology Assistant (ITA)

OPEN TO: All interested eligible and qualified candidates
POSITION: Information Technology Assistant
OPENING DATE: August 23, 2021
CLOSING DATE: September 13, 2021
STATUS: Full Time (40 hours per week)

A- BASIC FUNCTION

The Information Technology Assistant (ITA) reports directly to the Information Technology Specialist (ITS) with technical guidance provided by the ITS and 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. The incumbent will be based in Lome at PC Togo's headquarters. Duties will be carried out across several PC Togo locations including the training center in Pagala and small sub-offices in different parts of the country. Travel time is estimated at 15%. The ITA will carry out the duties of the ITS when the latter is absent.

B- MAJOR DUTIES AND RESPONSIBILITIES

The duties of the ITA include but are not limited to:

Customer Technical Support (30%)

- Provide first-tier computer, printer, network, and software application support to staff and Volunteers. Escalate unresolved problems to the ITS. Solicits assistance from the post's ITS when encountering issues beyond his/her expertise.
 - Assist the ITS in troubleshooting the office telephone system, smartphones (Government Furnished Equipment or personally owned phones under the Peace Corps BYOD program), photocopiers, and with prior approval, escalate issues not resolved to external service providers who will come in to resolve 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 in good condition when returned and update the inventory management software accordingly.
- Assists the ITS in managing 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 in adhering to the Peace Corps Office of the Chief Information Officer (OCIO) guidelines and US Government policies.
- Provide IT support to Volunteers in accordance with standard operating procedures including supporting required Volunteer IT applications, providing Wi-Fi 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.

IT administrative tasks, IT asset Inventory, and Records Management (30%)

- Assists the ITS in maintaining and organizing IT relevant documentation (Forms and Incident reports) in accordance with the Records Management requirements
- Work with ITS in submission of Track-it tickets for unresolved IT issues at Post
- 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.
 - Assists the ITS in maintaining an up-to-date and accurate inventory of Post IT assets.
 - Assists the ITS in maintaining Post personnel and PCV databases in shared directories and across devices.
 - Assists the ITS in updating all staff information changes on local server and workstations as necessary.

Computer Network and Systems Monitoring and Maintenance (20%)

- Automate the process of collecting, analyzing, and reporting health metrics as part of IT systems health and performance monitoring
- Hardware support and maintenance: identifies recurring problems, systemic problems or other factors impacting computer use at post and reports them to the post's ITS; coordinate periodic maintenance on desktops and printers.

Online content management (10%)

- Support the creation, development, and management of content for post web and social media presence in conjunction with the Volunteer and staff teams tasked with content management.
- Assist the ITS in supporting the Programming and Training Section with content creation for Post SharePoint and Learning Space Course Development

User Training (5%)

- Assists the ITS in providing initial IT user orientation for new staff. 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.
- Provides initial IT orientation and training to Peace Corps Volunteers during Pre-Service Training and later during In-Service Training events.

Other (5%)

- 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.
- The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.
- 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 CE completed as well as Peace Corps mandatory role-based mandatory training.
- Must comply with the basic on-the-job rules listed in Peace Corps Manual Section 647.
- The Contractor may be requested to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to PST/IST training site, or other locations as directed by the Contracting Officer. The Contractor may also be required to courier cash to PC 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 Contracting Officer.

C- QUALIFICATION

The following general factors apply to this position:

Factor 1: Knowledge Required by the Position

- a) **Education:** Completion of education or training resulting in a high school diploma, or the host country academic equivalent (Diplôme Universitaire de Technologie (DUT) or Brevet de Technicien Supérieur (BTS) in Computer Science, Networking, Hardware, or Software Engineering). Further education or work experience in the fields of computer science, information systems management, electronics engineering, or equivalent, is preferred. Certification in A+, Network+, Security+, MCSE, CCNA or similar is desirable.
- b) **Prior Work Experience:** Two years of experience with the administration of computer server systems is preferred.
- c) **Language:** Level 3: good working knowledge of both written and spoken English is required. Fluency in both written and spoken French is required.
- d) **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.
- e) **Skills and Abilities:** Good interpersonal skills to develop and maintain two-way communications and promote computer services, ability to deliver trainings and support staff and PCVs.
- f) **Desired qualities:** Quick learner and proactive attitude, Ability to work independently and complete assigned tasks in a timely manner; Ability to maintain discretion and confidentiality; Excellent customer service skills; Flexible and patient;

D- POSITION ELEMENTS

● Factor 2: Supervisory Controls

- The Contractor operates with a high degree of independence and reports to the 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: 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: 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: 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: 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: 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: Physical Demands**

- The work is primarily sedentary, although some walking, bending or carrying of light items may be required.

- **Factor 9: 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, and ventilated.

E- HOW TO APPLY

All the applications including a cover letter and curriculum vitae in English with three references, copies of most recent diplomas, work certificates and a valid police record (*Casier Judiciaire datant de moins de trois mois*) must be sent to the following address by **September 13, 2021**: TG-JOBS@peacecorps.gov