



UNITED STATES EMBASSY OTTAWA, CANADA
P.O. BOX 866, STATION B, OTTAWA, ON, K1P 5T1, CANADA - PHONE: (613) 688-5483 FAX: (613) 688-3055

Location: MONTREAL, CANADA

**INFORMATION MANAGEMENT ASSISTANT
VACANCY NUMBER: 16-11**

Tuesday, February 23, 2016
This Vacancy is **Open**

- OPEN TO:** All Interested Candidates / All Sources
- POSITION:** Information Management Assistant **Grade:** FSN-8; FP-6*
- OPENING DATE:** Tuesday, February 23, 2016
- CLOSING DATE:** Tuesday, March 08, 2016
- WORK HOURS:** Full time; 40 hours per week
- SALARY:** Ordinarily Resident FSN-8/1, 53,149 CAD p.a.
Not-Ordinarily Resident FP-6/1, 45,487 USD p.a.*
*Final grade/step for NORs will be determined by Washington.

LENGTH OF HIRE:N/A

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (SEE APPENDIX A FOR DEFINITION) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCE PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate in MONTREAL is seeking an individual for employment in CANADA for the position of Information Management Assistant in the Information Management Office.

BASIC FUNCTION OF POSITION

This position is one of two Information Management employee's at Post, and fulfills an integral role in the Post's performance of its information management responsibilities in today's highly technical arena. The incumbent performs at a high level of responsibility in the administration of two computer networks, as well as the analysis, design, and development of special projects and resource planning. The incumbent provides user training at this site, as well as all IT technical support, consulting with customers and providing IT resources to visiting officials. The incumbent is responsible for assisting in developing and maintaining all IT plans and reports. The incumbent performs the full range of telephone system administration and maintenance. The incumbent is responsible for administration and maintenance of the radio equipment. The incumbent will be the mailroom

backup.

QUALIFICATIONS REQUIRED

NOTE: Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Education: Completion of full two years of college or university studies in computers systems technology.

2. Experience: A minimum of three years progressively responsible experience in Network Administration using network tools and technical customer support; time management and project management; and installation and troubleshooting telecommunications equipment (hubs, routers, and switches), computer hardware and software applications (Microsoft Windows 7,8 and 10, Microsoft Office 2010, and Microsoft Windows Server 2008).

3. Language: Level IV (fluent) reading/writing/speaking English.
Level IV (fluent) reading/writing/speaking French.

4. Knowledge: Comprehensive knowledge of standard industry network operating policies and procedures, experience in managing computer networks, routers, switches, cabling, COTS software, telecommunications infrastructure, software and firewalls. Basic knowledge of telephone and radio systems, smartphones, laptops and computer peripherals.

5. Skills and Abilities: Ability to troubleshoot network computer software/hardware problems; diagnose and resolve connectivity issues/ choke points/ access to resources.; and the ability to assess customer's needs, ensure proper network access and that all security and file restrictions are implemented.

6. Interpersonal Skills: Must communicate effectively with clients at all levels of service and work in a team environment.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance

Report (EPR) are not eligible to apply.

3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

4. The candidate must be able to obtain and hold a (insert Secret or Top Secret) security clearance.

TO APPLY

Applicants must submit the following documents to be considered:

1. A cover letter addressing each of the six required qualifications detailed in the job announcement by identifying them and addressing how the applicant meets each of the qualifications.

2. Universal Application for Employment (UAE) (Form DS-174), which is available on our website at <http://canada.usembassy.gov/about-us/human-resources.html> or by contacting Human Resources. (See "For Further Information" above); and

3. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.).

4. Proof of eligibility to work in Canada (e.g., copy of passport, birth certificate, permanent residency card, etc.).

IMPORTANT: Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

SUBMIT APPLICATION TO: Management Office
U.S. Consulate
315 place D'Youville, Box 500
19th Floor
Montreal, Quebec H2Y 0A4

POINT OF CONTACT: Management Office
Phone:None. Fax (514) 398-0973

DEFINITIONS

Appendix A.

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets all of the following criteria:

- U.S. Citizen or not a U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); or

- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term "child" shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; or
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; or
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets all of the following criteria:

- U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; or
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; or
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets all of the following criteria:

- U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); and
- Is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; and

- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets all of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is not an EFM;
- A MOH is not listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) - An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) - An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

CLOSING DATE FOR THIS POSITION: TUESDAY, MARCH 08, 2016

The U.S. Mission in Canada 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. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.



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