



U.S. Department of State  
**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

<b>1. POST</b> Singapore	<b>2. AGENCY</b> Department of State	<b>3a. POSITION NO.</b> 100270
-----------------------------	---	-----------------------------------

**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.**     Yes     No

**4. REASON FOR SUBMISSION**

- a. Redescription of duties: This position replaces  
 Position No. 100270, Computer Management Assistant (Title) 1805 (Series) FSN-9 (Grade)
- b. New Position
- c. Other (explain) Position Description is rewritten with regional responsibilities that requires TS clearance and degree.

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority <b>BKK/RHR/BRCC</b>	Information Management Specialist, FSN-1805	FSN-11	AB/CWJ /JP	11/21/18
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Senior IT Specialist	<b>7. NAME OF EMPLOYEE</b> Vacant
--	--------------------------------------

<b>8. OFFICE/SECTION</b> Management Section	a. First Subdivision Information Management Office
b. Second Subdivision	c. Third Subdivision

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>
_____ Typed Name and Signature of Employee                      Date(mm-dd-yy)	_____ 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>	<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>
_____ Typed Name and Signature of Section Chief or Agency Head                      Date(mm-dd-yy)	_____ Typed Name and Signature of Admin or Human Resources Officer                      Date(mm-dd-yy)

### 13. BASIC FUNCTION OF POSITION

This position reports to the Information Management Officer and serves as a Regional Project Manager and Regional Information Systems Security Officer at Embassy Singapore, and is responsible for all OpenNet, ClassNet, and internet traffic through the NexGEN hub that supports 24 posts and over 10,000 users. The incumbent, either personally or through other government employees or contractors, plans, organizes, coordinates, and implements the automated data processing and telecommunications programs of the Department of State including the design of new systems and the implementation of Department and/or government-wide ADP systems. As required, the incumbent serves as the acting Information Systems Officer.

The work requires performing or leading others in the performance of the full range of regional-level system design, implementation and enhancement tasks from long range planning and budgeting, regional ADP standards and policy development, and user need studies of proposed new systems, through trouble shooting, upgrading, and user support of networks and operational systems. The incumbent must be able to lift up to 50 pounds with or without a non-motorized lifting device.

**The incumbent must be a U.S. citizen, eligible for a Top Secret security clearance.**

### 14. MAJOR DUTIES AND RESPONSIBILITIES

**% OF  
TIME**

1. Information Assurance and Security

- Appointed as Information Systems Security Officer (ISSO) for Embassy Singapore and the Regional Network Hub.
- Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Conducts systems security evaluations, audits, and reviews to ensure compliance with policies and procedures. Develops systems security contingency plans and disaster recovery procedures to ensure preservation of data and the integrity of that data. Participates actively in network and systems design to ensure that appropriate systems security policies and procedures are contemplated and introduced into designs at the outset. Assesses breaches of security to determine their impact on system operations and the confidentiality, integrity, and reliability of the information stored and manipulated within the system. Applies findings to the development of corrective measures and user awareness and training modules.
- Develops policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data. Reviews government and industry technical publications and news sources and attends technical seminars/conferences to keep current on the latest information security threats and countermeasures. Applies information obtained in formulating security policies and procedures. Coordinates development work with higher echelon information security organizations, end-users within and outside the Bureau and Department, and with other IT Specialists within the embassy and at partner agencies.
- Promotes awareness of security issues among management and end-users and ensures that sound security principles are reflected in organizations' visions and goals. Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures. Such programs include a series of mandatory periodic on-line training modules, daily security reminders that appear on users' monitors when logging in, and special, one-time presentations on current security threats and countermeasures. Assists the Departmental Office of Inspector General and law enforcement organizations of all jurisdictions by facilitating the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes.

**30**

## 2. Project Planning, Management, and Network/Systems Optimization

- Plans, analyzes, coordinates, and accomplishes studies to identify the administrative requirements and technical specifications of organization's network. This work includes the making of determinations as to the equipment configuration and facilities needed to develop, modify, and implement network architecture and operation that permits the effective sharing and transmission of information among regional users and between the embassy and external organizations. Develops strategies to meet management needs, drafts plans and proposals for review by regional managers and other IT experts, and incorporates their comments and concerns, as appropriate, into revised plans and proposals. Develops summaries of studies and generates complex queries and reports as aids to management in the comparison of alternative courses of action based on costs, time, and equipment usage.
- Develops recommendations that anticipate major effects on the IT systems and mission-related operations of the Mission and related organizations and provide for mitigation of adverse impacts. Creates work plans, program logic, special instructions, and detailed flow charts covering processes and network services needs. Plans for the installation of original software or updated releases of existing software for network management purposes. Ensures installation plan includes provision for software testing, user training, application revision, database/data file reorganization and documentation. This includes ensuring that all network ports are configured for appropriate Virtual Local Area Networks (VLANs).
- Conducts studies, with the aid of vulnerability assessment tools or scanners, to determine network vulnerabilities and is responsible for resolving complex issues. The vulnerabilities detected by most of these tools extend beyond software defects that are corrected by writing a patch to include other, easily exploitable, weaknesses such as unsecured user accounts, configurations, and back door. Determines the most appropriate of the various types of assessment tools to use and ensures that virus protection software is operational on the server and related workstations. Ensures that installation plan includes provision for hardware testing, user training, and documentation. Develops LAN/WAN standards and procedures including recommended network applications, general-purpose software, and generic LAN/WAN attributes and capabilities.
- Performs the full range of project and contract administration responsibilities including incremental funding, preparation of rate and cost adjustments, redirection of effort, coordination of time extensions, incorporation of change orders, and, when appropriate, issuance of stop work orders, cure notices, show cause letters, and other documents and orders issued in response to situations or problems. Monitors Government property; reviews and approves progress and final payments; and closes out contracts. In the course of administering contracts, resolves complex, high-dollar, and/or sensitive issues that, if left unresolved or resolved incorrectly, could seriously impact the project; develops options to be pursued by the Department and/or contractor to resolve issues. Interprets technical, legal, and audit decisions, analyzes their impact on assigned and future procurements, and identifies/recommends trade-offs and alternate courses of action. Assists in claims issued against the Department. Terminates contracts for the convenience of the Government or default by the contractor.
- Reviews contractor performance through site visits, correspondence, and telephone conversations for completion of applicable contract clauses, e.g. small business subcontracting plans, patent rights, labor laws, and progress reports. Investigates and resolves contractor delays or instances where deliverables do not meet the quality levels established by the contract. Resolves complex and/or unprecedented technical, contractual and other disputes between the contractor and Department.

- Manages the entire project lifecycle, from pre-solicitation through close-out, and is responsible for performance monitoring, acceptance of deliverables, and CPARS reporting (5 FAM 620 and 5 FAH-5 H-200). Federal Acquisition Regulation (FAR) Part 42 identifies requirements for documenting contractor performance evaluations for systems acquisitions. The job holder is the Contracting Officer Representative (COR) for projects that include outside contractors. As COR, the position provides advice on or develops project SOW/PWS, milestones, cost estimates, and impact assessments.

### 3. Incident and Problem Management

- Troubleshoots and investigates systems problems, including the performance of e-mail operations, and works directly with customers. Coordinates the resolution of system problems by identifying problems and meeting with users, managers, and hardware/software vendors to discuss options. Recommends approaches and alternatives, identifying the probable impact of each proposal. Provides authoritative advice to management on system development including the complete replacement of existing hardware and software with new technology. Advises on the technical implications of various alternatives on system capacity, performance, and cost as well as on system direction, intent, and emphasis. Develops briefings and presents them to top management on proposed new systems that will alter approaches and methods, systems design and development, technology, project plans, and the progress of projects underway.
- Ensures the accomplishment of system modifications and enhancements. Redesigns systems to accommodate changes in user requirements, regulations, policies, legislative changes, or new technology. Reviews proposed regulations and procedural changes to assess impact on the system. Conducts reviews and makes recommendations regarding the feasibility of system enhancements. Plans and designs support for system testing and implementation. Determines appropriate methods and techniques to carry out tests. Establishes procedures and time frames and initiates and oversees the accomplishment of testing. Prepares test data and models and analyzes and assesses results to determine effectiveness of system modifications or enhancements. Makes necessary corrections and modifies system to incorporate the needed changes. Ensures system implementation and conducts implementation evaluation of computer systems to identify and resolve problems.
- Participates in the planning and delivery of a full range of customer support services to the organization. Installs, configures, tests, and upgrades any hardware and software components on customer workstations and troubleshoots problems associated with any of these processes or the hardware and components themselves. Prepares standard log-in scripts and establishes network access protocols to enable customers to gain local or remote access. Reviews, validates, and standardizes problem resolutions for inclusion in the problem resolution database. Performs basic network administration functions such as adding and deleting users, applying security restrictions to user accounts, and assigning user accounts to appropriate directories. Performs user administration and basic troubleshooting of the e-mail application. Maintains documentation on workstation and network resources including user information, server and workstation configurations, network cabling, and trouble logs. Monitors the classified and unclassified network, investigates issues on the network and takes appropriate action either to resolve the issues or alert the next tier for resolution, completes daily checklists, and completes the daily backup process. Evaluates and reports on new tools and trends in the customer support field such as browser-based and speech-enabled customer support services. Organizes vendor demonstration sessions for other specialists. Recommends purchase of new tools to enhance the delivery of customer support services.
- Manages the Public Key Infrastructure and serves as the primary Local Registration Authority (PKI LRA).

4. Program Representation/Liaison

- Participate in seminars, conferences, and other professional meetings in order to exchange information on program related matters. Serves as member of ad hoc committees and study groups both internally and externally to DOS. Specialist provides interpretation of regulations and guidance concerning security, networks, and administration.

**Note:** This Position Description in no way states or implies that these are the only duties to be performed by the incumbent. The incumbent will be required to follow any other instructions and to perform any other duties requested by his or her agency.

**10**

## 15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

A Bachelor's or Graduate degree from an accredited college or university in an IT-related field of study is required. Common IT-related fields of study include Computer Science, Information Technology Management, Telecommunications Management, Information Systems, Information Security, Data Processing, Electrical Engineering, and Library Science.

b. Prior Work Experience:

Minimum 7 years of IT-related work experience is required.

Credited IT experience includes: work directly relevant to information management work such as implementation, management, and/or support of information technologies including information security, problem and resolution tracking, telecommunications, computer networking, trouble-shooting, off-the-shelf software, radio and telephone systems, social media, and other technologies leveraged to satisfy business needs in a customer-oriented environment.

Note: Experience using standard office automation tools such as word processing or spreadsheet software as a tool in the performance of one's duties, where the primary responsibilities of the position do not meet the preceding definition, **does not** qualify.

c. Post Entry Training:

Training on federal information technology policies and security procedures. Agency-specific courses in network management, system administration, information assurance and contracting officer representative.

d. Language Proficiency:

(List both English and host country language(s) proficiency requirements by level (II, III) and specialization (speak/read) Level IV (Fluent) speaking/writing/reading in English is required.

e. Job Knowledge, Skills, and Abilities:

Mastery of and skill in applying advanced IT principles, concepts, methods, standards, and practices sufficient to develop and interpret policies, procedures, and strategies governing the planning and delivery of services throughout the region; provide expert technical advice, guidance, and recommendations to management and other technical specialists on critical IT issues; and make decisions or recommendations that significantly influence important IT policies or programs.

Mastery of and skill in applying interrelationships of multiple IT specialties; the region's IT architecture; new IT developments and applications; emerging technologies and their applications to business processes; IT security concepts, standards, and methods; project management principles, methods, and practices including developing plans and schedules, estimating resource requirements, defining milestones and deliverables, monitoring activities, and evaluating and reporting on accomplishments; and oral and written communication techniques in order to develop solutions to integration/interoperability issues; design, develop, and manage systems that meet current and future business requirements and apply and extend, enhance, or optimize the existing architecture; manage assigned projects; communicate complex technical requirements to non-technical personnel; and prepare and present briefings to senior management officials on complex/controversial issues.

Mastery of and skill in applying network systems management methods including end-to-end systems performance monitoring; network architecture and topology, including transmissions protocols, broadcasting, switching, control, and management; and the agency's network architecture and available resources sufficient to plan, design, develop, manage, and enhance highly efficient network systems that respond to the agency's business requirements; and efficiently apply available resources.

Must be able to lift up to 50 pounds consistently with or without a non-motorized lifting device.

**Must be able to obtain and hold a Top Secret clearance.**

## 16. POSITION ELEMENTS

- a. **Supervision Received:**  
Directly supervised by the Information Management Officer.
- b. **Supervision Exercised:**  
The position does not have direct supervisory responsibilities on a routine basis. However, the incumbent is has indirect authority as a project manager to task and oversee government employees and for the supervision of support staff as they carry out assigned tasks related to property receiving and dispositions, official correspondence, and secure logistics.
- c. **Available Guidelines:**  
Guidelines include Department of State, Federal information management, and professional computer science and engineering policies and directives focusing on efficiency, effectiveness, reliability, security, and economy in developing and maintaining automated systems; basic legislation; technical manuals and guides on systems analysis, testing, and implementation; government technical guides on developing computer systems; user manuals for hardware and software; installation guides; online references; workbooks covering daily equipment operations; Software Engineering Standards and Procedures manual; Foreign Affairs Manual; specialized dictionaries and models; and appropriate guidelines issued by other Department of State offices and Federal agencies. Foreign Affairs Manuals 5 and Foreign Affairs Handbook 5; IRM and post-specific standard operating procedures, telegrams and DS computer security standards as well as a number of software and hardware manuals and internet resources.
- d. **Exercise of Judgment:**  
Guidelines specific to assignments are often scarce, inapplicable or have gaps in specificity that require considerable interpretation and/or adaptation for application to issues and problems. The incumbent uses judgment, initiative, and resourcefulness in deviating from established methods to treat specific issues or problems.
- e. **Authority to Make Commitments:**  
The position is the COR for the Information Systems Center and Regional Network Hub portfolio, and therefore, when in this role, has the responsibility and authority to make commitments on behalf of the U.S. Government within the scope of contract administration.
- f. **Nature, Level and Purpose of Contacts:**  
Contacts include those with individuals or groups from outside the Department of State such as foreign government officials, international organizations, vendors, contractors, IT specialists in other Federal agencies, and officials in private industry and professional organizations. These are in addition to those with key managers in the Bureau and Department. Contacts with key managers and officials from outside the Department are for the purpose of persuading or influencing them to accept and support IT technical, fiscal, and acquisition plans, approaches, or proposals.
- g. **Time Expected to Reach Full Performance Level:**  
24 months