



#### 14. Major Duties and Responsibilities

1. **Creating and maintaining the Cloud architecture and function for INL Mexico City's S@me Page enterprise software system. (30%)**
2. **Assist in providing, maintaining and ensuring high quality computer and communication services for INL personnel. (25%)**
3. **Provide technical assistance and support for service request queries and issues related to computer systems, software and hardware, and telephones/Blackberries. (20%)**
4. **Installing, modifying and repairing computer hardware and software for INL Mexico's internal BIO network. (15%)**
5. **Training computer users on the various OpenNet and BioNet systems used in INL and other duties as assigned. (10%)**

15. Qualifications Required For Effective Performancea. Education:

College degree in Computer Science, IT, Electronic Engineering, Information System Manager, System Information, Telecommunication System.

b. Prior Work Experience:

Five (5) years of IT/helpdesk experience. Including:

Two (2) years of experience with Microsoft Sever and SQL applications.

One (1) year of experience in IT management.

One (1) year of experience with Web Services.

One (1) year of experience in on-site/remote/over the phone Tech Support and Customer Service.

c. Post Entry Training:

Standard IT software such as Microsoft Office, MS Project and internally developed databases used to manage INL projects. Must be proficient in: Databases knowledge, MS SQL Server, Web development and integration and languages, HTML, PHP, SharePoint, Flash, Silverlight.

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

English FSI level 4/4

Spanish FSI level 4/4

e. Job Knowledge:

Must be current on new information technologies, networking, hardware, software, upgrades, updates and compatibility issues and will suggest applicable changes or modifications.

Basic to Intermediate – Antivirus, network security threats (ransomware, phishing, etc.)

Disaster Recovery planning

Proficiency on AWS, EC2, S3, RDS, ElasticCache and other web services (Amazon, Google Cloud, Microsoft Azure, etc).

Installation and maintenance of Microsoft based servers.

Office 365, Exchange Online and Microsoft Azure services.

Installation and Administration of VMware Hypervisors and Virtual Machines.

Basic installation and administration of backup servers (SAN, NAS, DAS, etc).

Installation and basic administration of Microsoft SharePoint latest version.

Proficiency on mobile devices: iOS, Android OS, Blackberry OS.

f. Skills and Abilities:

Shall be able to effectively communicate with vendors, INL staff, and host nation personnel on issues related with IT.

Knowledge of information technologies with focus on network management. Must have strong analytical skills to solve, implement and update specific programs designed for Merida initiative.

16. Position Elementsa. Supervision Received:

The incumbent reports to the Computer Management Specialist in the Logistics section.

b. Supervision Exercised:

None

c. Available Guidelines:

Guidelines will be established for specific program requirements. The guidelines will be continuously provided by the Deputy Management Officer and the Computer Management Specialist. Other guidelines that pertain to the IT systems can be found in the Department of State Foreign Affairs publications, Information Resource Management standards and policies, Diplomatic Security guidelines and standards and Mission Mexico IMO directives and procedures.

d. Exercise of Judgment:

The incumbent has authority to exercise independent judgment in the course of making recommendations as to which equipment, software and services should be purchased or hired for the Merida Initiative Cloud Services program. Makes independent on-the-spot decision about the daily operations of the BIO-INL IT Team.

e. Authority to Make Commitments:

None.

f. Nature, Level and Purpose of Contacts:

Incumbent will develop sources and prices of goods, equipment, IT and technical support services and will advise IT-related actions to best meet the needs of the IT Acquisition Program. Will communicate with vendors at all stages of the process. Incumbent is expected to interact with middle management officials of the GOM.

g. Time Expected to Reach Full Performance Level:

Six (6) months.