



SOLICITATION NUMBER: USAID/Jordan-EXO-18-002

ISSUANCE DATE: February 20, 2018
CLOSING DATE/TIME: March 06, 2018

SUBJECT: Solicitation for a **Cooperating Country/Third Country National Personal Service Contractor (CCN/TCN PSC)**
(Local Compensation Plan)

Dear Prospective Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID) in Amman Jordan, is seeking applications from qualified persons to provide personal services under contract as described in this solicitation.

Applications must be in accordance with **Sections I through VI** of this solicitation. Incomplete or unsigned applications will not be considered. Applicants should retain copies of all application materials for their records.

This solicitation in no way obligates USAID/Jordan to award a Personal Services Contract (PSC) nor does it commit USAID/Jordan to pay any cost incurred in the preparation and submission of the applications.

Any questions must be directed in writing to the Point of Contact specified in the attached information.

Sincerely,

Matthew Corbin
Contracting Officer



I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** USAID/Jordan-EXO-18-002
- 2. OPEN TO:** All interested Jordanian Citizens
- 3. ISSUANCE DATE:** February 20, 2018
- 4. CLOSING DATE/TIME:** March 6, 2018 12:00 midnight Amman Time
- 5. POSITION TITLE:** Computer Management Specialist – System Manager
Executive Office
- 6. MARKET VALUE (SALARY):** **JOD20,828 – JOD34,361** equivalent to **FSN-11**
In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Jordan. Final compensation will be negotiated within the listed market value (Salary).
- 7. PLACE OF PERFORMANCE:** Amman, Jordan
- 8. SECURITY LEVEL REQUIRED:** Facilities Access / Employment Authorization

9. STATEMENT OF DUTIES

1. Basic Function of Position

USAID/Jordan has an immediate vacancy for a Computer Management Specialist – System Manager in the Executive Office (EXO) Office. The work schedule is 40 hours per week and the workweek is Sunday-Thursday. USAID/Jordan may select more than one applicant for this solicitation.

The Computer Management Specialist, hereafter referred to as System Manager, is the senior member of a three-position Information Management Services team within the Executive Office of USAID/Jordan. The System Manager has full management responsibility for providing a technological vision through Information Systems Administration, Technology and Information Services Support. Core duties are in the areas of systems administration, user account management, asset management, network operations, secure operations, and technology adoption and application support. As the subject matter expert for the Mission and its AIDNet system, the System Manager is in charge of the technical oversight of all information technology and related activities, which may include but are not limited to: hardware software installation and maintenance, application testing and support, client/helpdesk services, and system backup/recovery. The System Manager is also the primary implementer of computer systems policies regarding information systems security and computer systems usage.

2. Major Duties and Responsibilities

A. Information Systems Administration and Management

System Administration:

USAID Mission operations are supported by an IT infrastructure of systems whose integrity, confidentiality, and availability is dependent upon routine support functions by Mission IT, M/CIO and

other service providers. The System Manager maintains the backend process engines, plans future technology projects, and in coordination with M/CIO, maintains a seamless infrastructure that supports the attainment of Mission strategic objectives. Specific functions and tasks performed under system administration are, but not limited to: server support, desktop support, mobile device support, virtual desktop interface support, and troubleshooting and service desk application support.

Account Management:

The System Manager is responsible for managing Mission staff accounts in Active Directory and accounts to all non-core systems at the Mission such as the file server, print server and Mission application server. Specific functions and tasks performed are, but not limited to: creating/disabling user accounts, transferring user accounts, creating distribution lists, personal identification verification, and user onboarding and training.

Asset Management:

The System Manager is the primary custodian for all technology assets at the Mission. S/he is responsible for the full IT asset lifecycle, from planning to disposition. This includes recommending technology acquisitions, adhering to policy requirements for procurement, asset provisioning, inventory control, and disposal of technology assets in accordance with Agency policies. S/he will maintain an electronic inventory and database of all assets, and document all equipment issued for assets signed out to staff, as well as those under their direct oversight, to ensure timely accountability for annual inventory inspections.

B. Technical Operations and Information Services

Network Operations:

The System Manager manages the Local Area Network (LAN) site which consists of the Missions servers, client workstations, switches, routers, and security devices. The System Manager works in coordination with the procurement team and Department of State Information Resource Management (IRM) staff in contracting and managing the services of the local Internet Service Provider (ISP) connection. S/he ensures optimal operation of network systems through continuous monitoring, arranging and/or performing routine maintenance, and minimizing downtime for repairs. The System Manager evaluates network equipment options and in coordination with CIO, determines the most appropriate configuration considering compatibility with site specific factors. The System Manager also coordinates with CIO to ensure continuous connection with AIDNet systems and applications, and works with IRM on any issues concerning backup communication channel support.

Information Security:

The System Manager seeks to maintain the availability, integrity and confidentiality of Mission critical infrastructure supporting organizational efficiencies, and ensure compliance with USG-mandated IT reforms and policies. Specific functions and tasks performed in the area are, but not limited to: securing information systems (implementing physical and logical access controls), information assurance support (serving as the technical subject matter expert and advisor to the Executive Officer, who serves as the ISSO), security equipment installation and troubleshooting, contingency planning and disaster recovery, and audit log management.

Technology Adoption and Application Support:

The System Manager actively engages with M/CIO on Agency IT initiatives and seeks out opportunities to participate in pilot programs, early adopter activities, and test studies that advance Agency goals in IT, put the Mission at the forefront of IT initiatives, and improve delivery of information services. The System Manager also provides application support by developing and/or coordinating in-house training on general business software, core Agency business applications, and data analysis and productivity tools.

S/he also keeps abreast of training opportunities for users/customers to promote awareness of the most current technology tools and information management practices.

Client Services Support:

The System Manager maintains an active dialogue with Mission staff to ensure they receive technical support for Agency approved business applications and IT hardware management issues. In doing so, s/he will provide guidance to users on how to best utilize applications to maximize productivity and ensure that the IMS team responds quickly to ticketed service requests to resolve hardware and software issues in the most efficient and effective manner possible. This includes maintenance of all client issued devices and shared/network peripheral components.

Program Support and Direct Engagement:

The System Manager will support, as needed, Agreement/Contracting Officer Representatives in monitoring the acquisition, use, disposition, and security of IT equipment and software in ongoing projects managed by local USAID partners. This support will extend to pre-award surveys and other related direct engagement activities.

1. Supervisory Relationship

The System Manager reports directly to the Supervisory Executive Officer.

2. Supervisory Controls

This is a Supervisory Position; the System Manager supervises one Computer Management Specialist, and one Computer Management Assistant.

10. AREA OF CONSIDERATION:

To meet basic eligibility requirements, the applicant must be a Jordanian Citizen and must submit a complete application as outlined in the section titled APPLYING. The selected applicant is required to undergo and successfully pass a medical and security clearance. This process takes, on average, nine months. The selected applicant will be expected to start work within one month of final receipt of clearances.

11. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

12. POINT OF CONTACT:

Questions may be directed to the Human Resources office, USAID/Jordan, Tel: 06-5906000 extension 6955/ 06-5906000 extension 6605

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. **Education:** Bachelor Degree in one of the following fields is required: computer and electronic engineering, network\information systems management, computer science, and\or computer and electrical engineering. **Supporting documentation (i.e. a copy of University Degree must be included in the application for eligibility purposes).**
- b. **Prior Work Experience:** Five years of progressively responsible experience in all of the following: operating computers, PC support, Windows 2008 Server and Exchange 2008 Server/Web Server (IIS), managing information systems and automated data processing operations is required. Work experience in process analysis, design, analytical skills in problem solving, and technical writing skills for documentation is also required.

c. **Language Proficiency:** Level IV (fluent) English and Arabic proficiency for both oral and written communication is required. At Level IV an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate the host country language into precise and correct English, and English into the applicable foreign language. On occasion, an employee at this level might be expected to act as an interpreter in situations where considerable importance attaches to proper word meaning. English proficiency will be tested. Examination scores have to have been recorded within the last six months; or else, candidate will be tested again.

d. **Skills and Abilities:**

The System Manager must have demonstrated expert knowledge in the following areas: Microsoft (MS) Exchange, Window OS, MS Back Office products including IIS, SQL, MS Windows Security; CISCO Routers, Web Design; MS Office 2010 products including Access; Office communication equipment and support.

The System Manager must have demonstrated knowledge in system design, computer networks (LAN/WAN), analysis, computer hardware, computer system operations, application support, application development, telecommunications internet/intranet connectivity.

The System Manager must have exceptional communications skills to discuss computer issues in simple terms so as to pass technical information on in a way that non-technical managers can make informed decisions, to work with others as a team leader and trainer so that knowledge is passed on with confidence, encouraging team members to try new initiatives and ensuring the correct use of computer applications.

The System Manager must have demonstrated exceptional analytical and planning skills required to translate problems into cost-effective, less labor-intensive solutions. The System Manager must have demonstrated time management skills to ensure work objectives for section are attained. The System Manager must have the ability to handle stress and competing demands in order to complete work in a timely manner.

The System Manager must be innovated and creative yet follow strict security guidelines. The System Manager must be able to analyze, plan, and implement sophisticated and integrated computer hardware/software systems to ensure efficient and effective performance of the mission as well as keeping systems updated and current with changing technologies.

The System Manager must have excellent analytical, judgment, planning, management, and organization and teamwork skills. The System Manager must demonstrate a high level of accuracy, attention to details, punctuality, and time management. The System Manager must demonstrate excellent analytical skills needed to analyze options, select best practices and perform tasks.

The System Manager must maintain good working relationships with various vendors; have excellent customer service standards, demonstrate excellent interpersonal skills and demonstrated ability to operate in a high functioning team.

The System Manager must demonstrate a high level of professionalism in attitude and appearance as s/he will represent the United States Government when dealing and meeting with vendors and service providers.

III. EVALUATION AND SELECTION FACTORS

Applications will be initially screened for eligibility in accordance with the qualification criteria above. Applicants must address each criterion in their application in order to meet the minimum qualifications for this position. Top-ranked applicants who meet the minimum qualification criteria will be given an English test. Applicants with passing marks will be given a skills technical test. The skills technical test will be on any of the criteria previously mentioned and top-ranked applicants with passing marks will be invited for an interview. Testing and interviewing will be conducted in Amman, Jordan. USAID\Jordan will conduct reference checks on top-ranked applicants. USAID will screen for nepotism/conflict of interest in determining successful candidacy. Internal employees must have completed 52 weeks of employment in their current position before being eligible to apply. If internal employee's Human Resources Officer approved a waiver, the waiver must be included in the application package for eligibility purposes.

IV. SUBMITTING AN APPLICATION (APPLYING)

To ensure consideration of application for the intended position, applicants must prominently reference the Solicitation Number in the application submission. Eligible applicants are required to complete and submit the following as a complete application package:

- a. A current curriculum vitae that includes the National Jordanian ID number
- b. Filled and signed Universal Application for Employment (DS-0174).
- c. Copies of educational certification for eligibility purposes,*

*Failure to submit copies of certification will mark your package incomplete and will eliminate your application from the recruitment process even if you were qualified.

Applications must be received by the closing date and time specified in Section I, item 3, and submitted to the ammanresumesusaid@usaid.gov. Application forms can be accessed from the Embassy web site: <https://jo.usembassy.gov/jobs/>

V. BENEFITS/ALLOWANCES

As a matter of policy, and as appropriate, a Foreign Service Personal Service Contract holder is normally authorized the following salary, benefits and allowances:

- Basic Salary within the advertised market value
- Transportation & Miscellaneous Allowances
- 13th & 14th Month Bonuses
- Subscription to the Jordanian Social Security
- Subscription to the Mission's Provident Fund Program
- Medical Insurance (Employee & Family)
- Life Insurance (Employee only)

VI. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing CCN/TCN PSC awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, “Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including **contract clause “General Provisions,”** available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>
3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>

[The CO must check <http://www.usaid.gov/work-usaid/aapds-cibs> to determine which AAPDs/CIBs apply and insert the relevant text as required.]

Ethical Conduct. By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch,**” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2 and 5 CFR 2635.** See <https://www.oge.gov/web/oge.nsf/OGES%20Regulations>