

Vacancy Details

APPLY TO THIS VACANCY

VIEW ELIGIBILITY QUESTIONS

VIEW EDUCATION AND EXPERIENCE

VIEW VACANCY QUESTIONS

EMAIL TO A FRIEND

PRINT VACANCY

- Overview
- Duties
- Qualifications & Evaluations
- Benefits & Other Info
- How to Apply

About

Announcement Number: HANOI-2023-30 (R)

Hiring Agency: Embassy Hanoi

Position Title: Resource Coordination Assistant (IT/Technical Support)

Open Period: 06/27/2023 - 07/11/2023
Format MM/DD/YYYY

Vacancy Time Zone: GMT+7

Series/Grade: LE - 6530 7




Salary: USD \$13,827 /Per Year

Work Schedule: Full-time - 40 hours per week. Indefinite subject to successful completion of probationary period

Promotion Potential: LE-7

Duty Location(s): 1 in Hanoi, VM

Telework Eligible: No

For More Info:  HR Section
 84-24-38505000 Ext: 5127
 HanoiHR@state.gov

Overview

Hiring Path: • Open to the public

Who May Apply/Clarification From the Agency: Open to: All Interested Applicants/All Sources
For USEFM - FP is 07. Actual FP salary determined by Washington D.C.

Security Clearance Required: Public Trust - Background Investigation

Appointment Type Permanent

Appointment Type Details: Indefinite subject to successful completion of probationary period

Marketing Statement: We encourage you to read and understand the [Eight \(8\) Qualities of Overseas Employees](#) before you apply.

Summary: The work schedule for this position is:

- Full-time 40 hours per week.

Start date: Candidate must be able to begin working from 45 days to 90 days of receipt of agency authorization and/or clearances/certifications or their candidacy may end.

Supervisory Position: No

Relocation Expenses Reimbursed: No
Not Required

Travel Required:

Duties

Incumbent of this position will work under the direct supervision of the Resource Coordination Specialist or Public Affairs Officer (PAO) designee, receive work guidance from the Strategic Content Coordination Specialist, and have no supervisory responsibilities. The incumbent will be responsible for management and oversight of Public Diplomacy (PD) Dedicated Internet Network (DIN) operations and for the operation of audiovisual equipment and other technology in support of PD programs. The incumbent will manage the operation, maintenance, security, and compliance of PD DIN in collaboration with Information Resource Management staff. The incumbent will provide technical expertise to aid in achieving objectives of PD activities and programs through support for and advice on digital access, operations, and security. The incumbent will serve as post administrator for post’s suite of PD tracking tools: website tracking software, activity tracker, and other applications in PD Tools, Box, and similar software suites. The incumbent will be expected to stay informed about trends and information about new equipment and software that may be of use in PD programming, and propose and implement useful new technological tools, and accountable for maintenance, operation, and repair of audiovisual, digital, and non-digital program support equipment materials.

[Back to top](#)

Qualifications and Evaluations

Requirements: **EXPERIENCE:** At least two years of progressively responsible experience in a multilingual or multinational media, marketing, or logistics working environment, with IT systems / network management and / or systems administration as a significant part of the job is required.

JOB KNOWLEDGE: Must be/must have:

Thorough knowledge of maintenance, operation, and security compliance for computer network and knowledge of network and data storage.

Thorough knowledge of U.S. foreign policy objectives and interests in Vietnam; and understanding of regional, ethnic, socio-economic, cultural, and linguistic factors and the influence of religious, cultural, and educational institutions in shaping Vietnamese perceptions of the United States.

Good knowledge of customer service in Vietnam and understanding of communications in Vietnam and the international information environment as it affects Vietnam, and familiar with advanced digital practices and procedures.

Education Requirements: University degree in computer science, information technology, electrical engineering, or network systems administration or local equivalent is required.

Evaluations: **LANGUAGE:**

Good working knowledge in Speaking/Reading/Writing English is required. **(This will be tested.)**

Fluent in Speaking/Reading/Writing Vietnamese is required.

SKILLS AND ABILITIES: Must have:

Analytic skills: Must be able accurately to assess resource challenges and identify solutions. Must be able to perceive significant changes in on-site PD operations and adjust operations in response. Must be able to perceive the emergence of new audience preferences and trends in information consumption and visual and multimedia norms, to recommend PD equipment that will support strategic content creation or public engagement goals and objectives.

Communication / Interpersonal skills: Must have excellent customer relations, interpersonal, and cross-cultural communication skills. Must have basic written and oral communication skills. Must be able to work effectively with Mission personnel and Vietnamese institutions on PD operations and resources. Must be able to contribute to Strategic Content Coordination discussions of use of visual and audio materials and dissemination channels. Must be able to contribute to Public Engagement team discussions of use of event planning and technical support requirements in different situations and venues. Must be able to tailor communications to fit formal and informal situations and different ethnic, religious, and linguistic cultures. Must be able to interpret informally between English and Vietnamese for discussions of equipment usage, setup/troubleshooting, procurement, and maintenance.

Management Skills: Effective management skills are required, including the ability to develop and oversee logistics for PD and Mission events and those taking place at partner institution locations. Must be able to identify and resolve, or seek help in resolving, problems with use of PD equipment. Must be able to assess PD equipment and determine which acquisitions (equipment, software, etc.) will meet current and future needs.

Technical Skills: Must have excellent knowledge of and ability to analyze PD requirements for IT system performance and to coordinate with overall Mission systems and requirements; knowledge of operation and maintenance of IT systems and related equipment; and ability to troubleshoot and remedy system and equipment failures, either independently or through contracts for system and equipment maintenance and repair. Good keyboarding and data entry skills are required; familiarity with electronic discovery tools, in particular the internet, and standard information retrieval practices and procedures is required. Knowledge of and ability to use various computer software programs, specifically Microsoft Word, Excel, and databases is required. Must have excellent numerical skills to manipulate numbers with speed and accuracy to assess site requirements and logistics arrangements for PD programs.

Availability: Must be available to travel throughout Vietnam to support PD programs and activities.

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Mission 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.

Qualifications: All applicants under consideration will be required to pass medical and security certifications.

[Back to top](#)

Benefits and Other Info

Benefits:

Agency Benefits: Locally Employed Staff working at the U.S. Mission in Vietnam will receive the following allowances and benefits in addition to the annual basic salary listed above.

1. Allowances:

- Unique Conditions of Work Allowance: 7% of Annual basic salary (subject to review every two years).
- Miscellaneous Benefits Allowance: US\$1,000 per annum for FSN-09 and below, and US\$3,000 per annum for FSN-10 and above.

2. Benefits

- Tet Bonus - one-month basic salary
- Merit Based Compensation - annual salary increase based on performance
- Annual leave - 120 hours per year and the annual leave hours will increase every five years of creditable service according to local labor law
- Sick leave according to local labor law
- Family leave - up to 5 days and other special leave as stipulated in the local labor law
- Invest in yourself - 1 day
- American and Vietnamese holidays up to 21 days per year
- Contribution to mandatory insurances according to Vietnam's Government law and regulation including social insurance, health insurance and unemployment insurance
- Supplemental Health Insurance that the U.S. Mission covers 90% of the premium for employees and each EFM.
- Mission cash award for outstanding performance
- Training opportunities abroad, in-country, on-the-job and online sources for professional career development

For EFMs, benefits should be discussed with the Human Resources Office.

The pay plan is assigned at the time of the conditional offer letter by the HR Office.

Other Information: HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

1. AEFM / USEFM who is a preference-eligible U.S. Veteran*
2. AEFM / USEFM
3. FS on LWOP and CS with reemployment rights **

* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of their most recent DD-214 (“Certificate of Release or Discharge from Active Duty”),Letter from Veterans’ Affairs which indicates the present existence of a service-connected disability dated within the past six months, equivalent documentation, or certification. A “certification” is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions within 120 days after the certification is submitted by the applicant. The certification letter should be on letterhead of the appropriate military branch of the service and contain (1) the military service dates including the expected discharge or release date; and (2) the character of service. Acceptable documentation must be submitted in order for the preference to be given.

** This level of preference applies to all Foreign Service employees on LWOP and CS with re-employment rights back to their agency or bureau.

For more information (i.e., what is an EFM, USEFM, AEFM, MOH, etc.?) and for additional employment considerations, please visit the following [link](#).

[Back to top](#)

How to Apply

How to Apply: All candidates must be able to obtain and hold a public clearance.

To apply for this position, click the “Apply to this vacancy” button at the header of this page. For more information on how to apply visit the Mission internet site: <https://vn.usembassy.gov/embassy-consulate/embassy-consulate-jobs/>

Required Documents: In order to qualify based on education, you MUST submit the requested diploma and / or transcripts as verification of educational requirement by the closing date of this announcement. Failure to provide requested information, or the information is insufficient to verify eligibility, may result in disqualification for this position.

All Applicants

* University Degree (required)

* Proof of Citizenship (required)

* Other Document (optional)

Eligible Family Member Applicants:

* Copy of Sponsor's Orders/Assignment Notification (or equivalent)

* Proof of Citizenship

* DD-214 - Member copy 4, Letter from Veterans' Affairs, or other supporting documentation (if applicable)

* SF-50 (if applicable)

Next Steps: Applicants who are invited to take a language or skills test, or who are selected for an interview will be contacted via email or phone.

For further information - the complete position description listing all of the duties, responsibilities, required qualifications, etc. are posted with the vacancy announcement on the U.S. Mission internet website: <https://vn.usembassy.gov/embassy-consulate/embassy-consulate-jobs/>. You may also contact the Human Resources Office via HanoiHR@state.gov to obtain it.

Thank you for your application and your interest in working at the U.S. Mission in Hanoi, Vietnam.

[Back to top](#)