



Position Title: Supervisory Telephone Technician (All Interested Candidates)

Announcement Number: DaresSalaam-2023-027

Hiring Agency: Embassy Dar Es Salaam

Open Period: 06/15/2023 - 06/30/2023 Format MM/DD/YYYY

Vacancy Time Zone: GMT+3

Series/Grade: LE - 0615 8

Salary: TZS TSh38,384,127 /Per Year

Work Schedule: Full-time - 40 hours a week

Promotion Potential: LE-8

Duty Location(s): 1 in Dar Es Salaam, TZ

Summary:

The U.S. Mission in Dar es Salaam is seeking eligible and qualified applicants for the position of Supervisory Telephone Technician in the Information Programs Center Section.

Duties

Coordination with Service Providers and Budget & Finance Office - 35%

- As the head of the Technical Branch, the incumbent provides liaison services between the U.S. Embassy, and all attached agencies and offices, the local Telephone Company (TTCL), Tanzanian Communications Regulatory Agency (TCRA), RIMC telecommunications personnel, and local Internet, telephone, and radio vendors. He/She is responsible for drafting all official correspondence regarding requests for service, technical problems, and billing disputes. Requests extraordinary services (radio frequencies, telephone lines, etc) from local vendors and Tanzania Government for short-term requirements and VIP visits. Incumbent must cultivate and maintain

professional, friendly, and productive relationships (various levels) within relevant Tanzania Government offices. These would include lower-level technical support personnel up through engineering departments, and area managers within the company.

- Assures the accuracy of services received from these companies per existing contracts. Assists in resolving billing issues between the service providers and official Mission. Tracks cell and data service charges for official visitors and works with Budget and Finance Office to ensure correct allocation of expenses. Contacts service providers for change of service or to report loss or theft of mobile devices. Coordinates with Tanzanian Communications Regulatory Agency (TCRA) to license HF and UHF/VHF radio frequencies and to report use of allocated frequencies by unauthorized entities.
- Reviews post mobile phone and data service contracts and provide substantive input to request for bids for these services. This requires thorough understanding of local mobile cell and data service provider practices. Incumbent prepares statement and scope of work for all telephone and radio service requests performed by in-house technician and/or external contractors. Identifies telephone and radio hardware needs and procures needed equipment in accordance with department regulations.

Telephone and Internet - 25 %

- Installs new telephone and computer drops in embassy offices. Programs and maintains Voice Mail and post telephone switch within FAM/FAH limits. Updates auto attendant messages and ensures operability of approximately 520 embassy subscribers. Procures and programs more than 300 cell phones. Provides user training on telephone handset and mobile phone operation. Installs and modifies computerized software for the telephone system. Installs, modifies and moves all telephone and radio hardware in the Mission. Coordinates office moves with the affected parties and in conjunction with GSO, performs surveys, as needed for relocation services and equipment upgrades. Drafts plans for such moves using blueprints; orders bill of material (BOM); drafts and refines site work plans; and schedules installation of equipment. Follows-up as appropriate to ensure quality of service standards.
- Monitors operation of the telephone system and inputs programming changes via computer. Responds to error messages, analyzes system faults, performs recovery operations in response to system crashes.
- Schedules the production of the system-generated Telephone Call Billing System and furnishes call summary report to the Financial Management Office. Investigates and helps to resolve billing disputes between the embassy and TTCL

Inventory Control - 20%

- Maintains inventory of all UHF/VHF and HF radio equipment, currently more than 400 items. Maintains inventory of all mobile devices, currently numbering more than 300. Ensures that hand receipts are prepared and issued for radio equipment and for cell phones Coordinates with RSO, B&F, IMO and other offices to report lost or stolen equipment. Prepares procurement requests and ensures an adequate supply of spare equipment is on hand. Maintains a computerized inventory of telephone

software and hardware, cataloging all version changes as received and installed. Keeps a detailed and current database of all operating releases and works with system vendor and/or regional support personnel in loading and maintenance of it.

Radio - 20 %

- Installs radio equipment and antennas as required, including vehicle mobile radios. Using a stand-alone lap top computer, programs radios before issuance or when frequencies or programming is changed. Ensures a sufficient supply of charged spare batteries are on hand in case of an emergency. Operates radio maintenance equipment and other specialized equipment, such as a ground tester, to ensure safe, proper installation of equipment. Incumbent should ensure that he/she prepares a preventive maintenance plan for mobile radio, repeaters, and towers.

Qualifications and Evaluations

Requirements:

EXPERIENCE: Minimum of three years of progressively more complex related work, including at least two years working with network hardware, high-speed circuitry, multiplexers, and computer-switched telephone systems. Managing both complex technical projects and installations as well as supervising others is essential. An additional one year of supervisory experience is required.

Education Requirements:

Two years of college/university studies in Telecommunications.

Evaluations:

LANGUAGE: Level III (Good working knowledge) Speaking/Reading/Writing English is required. Level IV (Fluent) Speaking/Reading/Writing Swahili is required. (This may be tested)

SKILLS AND ABILITIES:

- Must have good computer skills, current Network + certification or Voice over internal protocol (VoIP) certification.
- Must have a valid driver's license.
- Must be able to lift objects (25 kgs) and climb heights in order to install and maintain radio antennas.

How to Apply

How to Apply:

To apply for this position, applicants **MUST** apply electronically via ERA.

Required Documents:

To qualify based on education, you **MUST** submit the requested degree 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:

- Proof of Citizenship
- Copy of work permit (if not a TZ national)
- University Degree
- Transcript
- A valid driver's license
- Current Network + certification or Voice over internal protocol (VoIP) certification
- Other document (if any)

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