Vacancy Announcement

U.S. Mission

Announcement Number: 02/2020

Position Title: IRC Technician

Opening Period: December 13, 2019 – Until filled

Series/Grade: LE Staff -07

Salary: Actual FS salary determined by Washington D.C.

For More Info: Human Resources Office
E-mail Address: Havana_jobs@state.gov

Who May Apply: ALL INTERESTED CANDIDATES

Security Clearance Required: Local Security Certification

Summary: The U.S. Mission in Havana is seeking eligible and qualified applicants for the position of Information Resource Center Technician in the Public Affairs Service Office (PAS).

The work schedule for this position is:

• Full Time - 39 hours per week

Start date: Candidate must be able to begin working within a reasonable period of time (one week) of receipt of agency authorization and/or clearances/certifications or their candidacy may end.

Supervisory Position: No

Duties: Shares in the responsibility of managing U.S. Embassy Havana’s Information Resource Center (IRC) under the supervision of the Public Affairs Officer. Alternates duties as necessary with another IRC technician. Provides research and outreach services to IRC users and Embassy staff, and designs programs drawing on Internet and social media resources.

Qualifications and Evaluations

EDUCATION: Two years of college studies in general coursework is required.

EXPERIENCE: Must have a minimum of three years of experience in research services and in the use of emerging information technologies and electronic media. Experience in providing training or educational services.
**JOB KNOWLEDGE:** Understanding of the Internet, computer literacy, familiarity with social media platforms. Excellent customer service, interpersonal and cross-cultural skills. A basic understanding of contemporary U.S. issues as well as basic U.S. governmental and political processes.

**LANGUAGE:** Level II (Limited Knowledge) of spoken/written Spanish and Level IV (Fluent) of spoken/written English is required. (Test to be administered by the Human Resources Office).

**SKILLS AND ABILITIES:** Ability to carry out reference searches and respond to requests, work effectively within a cross-cultural team. Extreme discretion and attention to detail required.

**EQUAL EMPLOYMENT OPPORTUNITY (EEO):** The U.S. Embassy 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.

**How to Apply:** All candidates must be able to obtain and hold a Local Security Certification clearance. Applicants must submit a Universal Application for Employment (DS-174) which is available on HR/OE Intranet Site.

To apply for this position, applicants should electronically submit the documents listed below

For more information on how to apply, visit the U.S. Embassy Havana internet site.
https://cu.usembassy.gov/es/embassy-es/jobs-es/

**Required Documents:** Please provide the required documentation listed below with your application:

- DS 174
- CV

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

For further information: the complete position description listing all of the duties, responsibilities, required qualifications, etc. may be obtained by contacting the Human Resources office.

Thank you for your application and your interest in working at the U.S. Embassy in Havana, Cuba.