

# "Colombo-2022-031" Vacancy Details

## About

**Announcement Number:** Colombo-2022-031  
**Hiring Agency:** Embassy Colombo  
**Position Title:** Customer Service Representative - Open to Current Employees of the Mission [Female/Male]  
**Open Period:** 06/22/2022 - 06/28/2022  
Format MM/DD/YYYY  
**Vacancy Time Zone:** GMT+5.5  
**Series/Grade:** LE - 0105 6  
**Salary:** USD \$464  
**Work Schedule:** Full-time - Full Time- 40 hours per week  
**Promotion Potential:** LE-6  
**Duty Location(s):** 1 Vacancy in  
Colombo, CE  
**Telework Eligible:** No  
**For More Info:** HR Section  
011- 249-8763  
ColomboERA@state.gov

## Overview

**Hiring Path:** • Open to the public  
**Who May Apply/Clarification From the Agency:** OPEN TO: Current Employees of the Mission - All/or USEFMs EFM or MOHs  
LE Staff salaries are denominated in U.S. Dollars and will be paid in Sri Lankan Rupee at the going rate of exchange each pay period. The official exchange rate for May 31, 2022, is 1 USD = 355.00 LKR. This is a temporary revision and should not be assumed as an acquired right.  
For USEFM - FP is 8. Actual FP salary determined by Washington D.C.  
**Security Clearance Required:** Public Trust - Background Investigation  
**Appointment Type:** Permanent  
**Marketing Statement:** We encourage you to read and understand the Eight (8) Qualities of Overseas Employees before you apply.  
**Summary:** The U.S. Mission in Colombo is seeking eligible and qualified applicants for the position of the **Customer Service Representative in the Information Systems Center.**  
The work schedule for this position is: **Full Time- 40 hours per week**  
Start date: Candidate must be able to begin work within a reasonable period of time upon receipt of agency authorization and/or clearances/certifications or their candidacy may end.  
**Supervisory Position:** No  
**Relocation Expenses Reimbursed:** No  
**Travel Required:** Not Required

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## Duties

**Basic Function of Position:** This position serves as the IT Helpdesk Agent for the Information Resource Management (IRM) section, resident in the Information Systems Center (ISC). Incumbent is responsible for providing user support and services linear to Tier 1 Information Technology (IT) support. The incumbent will master the systems administration skillsets to properly manage customer service queries and provide basic Tier 1 support. Incumbent will track and escalate tickets to the appropriate staff to handle higher levels of required support.

Systems Administration/Helpdesk Support: 75%

Clerical/Administrative Support: 20%

Other Duties as assigned: 5%

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.

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## Qualifications and Evaluations

**Requirements:** **EXPERIENCE:** Minimum one-year prior work experience in Information Technology hardware, software or network support is required. **Candidate must attach copies of relevant service/work experience certificates.**

### **LANGUAGE PROFICIENCY:**

1) English level III (Good Working Knowledge) Reading/Writing/Speaking is required. **(This will be tested).**

2) Level III (Good Working Knowledge) Reading/Writing/ Speaking Sinhala and/or Tamil is required.

**JOB KNOWLEDGE:** Good knowledge of customer service support and contacts as it relates to IT. The job holder must develop familiarity with State FAM/FAH regulations and security restrictions and procedures for IT-related queries and their locations.

**SKILLS AND ABILITIES:** Ability to work cordially with customers. Speaking and written communication: explaining policy, exercises conflict management and communicates customer issues and expectations in accurate detail. Ability to troubleshoot Tier 1 IT issues.

**Education Requirements:** 1. Attempted G. C. E. O/L examination is required (candidate must have sat for all or at least 50% of the required subjects) **Candidate must attach relevant educational certificates.**

### **AND**

2. Completion of one-year of Specialized Vocational Training in Information Technology are required. **Candidate must attach relevant educational certificates.**

**Evaluations:** **Language:** Level III English Language Proficiency will be tested.

**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.

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## Benefits and Other Info

### **Benefits:**

**Agency Benefits:** Locally Employed Staff, including Members of Household (MOHs), and Third-Country Nationals (TCNs), working at the U.S. Mission in (insert post and/or country name) may receive a compensation package that may include health, separation, and other benefits.

The pay plan is assigned at the time of the conditional offer letter by the HR Office. **LE Staff salaries are denominated in U.S. Dollars and will be paid in Sri Lankan Rupee at the going rate of exchange each pay period. The official exchange rate for May 31, 2022, is 1 USD = 355.00 LKR. This is a temporary revision and should not be assumed as an acquired right.**

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

**Other Information:** For the current COVID-19 Requirements please visit the following [link](#).

**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](#).

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## How to Apply

**How to Apply:** All candidates must be able to obtain and hold a Local Security Certification clearance.

For more information on how to apply visit the Mission web site: <https://lk.usembassy.gov/embassy/jobs/>

**Required Documents:** **To apply for this position applicants must electronically submit copies of the documents listed below along with the electronic application, to be considered for employment. Failure to do so may result in a determination that the applicant is not eligible and qualified.**

- Proof of citizenship [NIC/Passport/Residency and/or Work Permit (If applicable)]
- High School Diploma (G.C.E. O/L Certificate)
- Trade School Course/Diploma/License (Vocational training certificate/s)
- Transcripts of Vocational Studies/ Training
- Other Document (Relevant Service/Work Experience Certificates)
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**Next Steps:** **Applicants who are invited to take a language/skills test, or who are selected for an interview will be contacted via email.**

Due to the high volume of applications received, we will only contact applicants who are being considered.

Thank you for your application and your interest in working at the U.S. Mission in Colombo, Sri Lanka.

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