



## **GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES**

Secretariat for Administration and Finance (SAF)  
Department of Information and Technology Services (DOITS)

### **CALL FOR RESUME**

**Type of contract:** Consultant (3 openings)

**Field:** Network Infrastructure Support

**Location:** Washington, DC

**Start date:** TBD, 2025

**Duration:** Up to 24 months

**Deadline for Application:** March 24, 2025

**Remuneration Range:** Based on experience, education, and skills

Consultancy opportunity number: CFR/09/25

The Department of Information and Technology Services is responsible for managing all Systems and Technology infrastructure resources and personnel, including all matters related to the plans, policies, procedures and standards governing the utilization of technology resources and management of information technology services of the General Secretariat of the OAS

Candidates will be responsible for technical aspects related to Local Area Networks and Wide Area Network – LAN/WAN, supervision and integration, and network infrastructure services. Also will provide operational support to users throughout the General Secretariat on network related issues. Additionally, candidates will be responsible for the installation, configuration, maintenance and upgrade of the organization servers, in order to ensure minimal down time and integrity of data in the case of a system failure as well as for the installation and configuration of new network software, hardware and services, network operating systems and data communication facilities.

### **DUTIES AND ACCOUNTABILITIES**

- Implement and manage organization infrastructure, new hardware, systems, network software and services; configure, maintain equipment, devices and related services.
- Oversee adherence to policies and the reliability of the system.
- Perform security and critical updates.

- Within the delegated authority, is responsible for the GS/OAS IT network infrastructure and resources, including servers, routers, switches, fiber optic communication devices, storage area network and associated peripherals such as automated tape libraries, storage arrays and power systems.
- Responsible for planning, installing, configuring and managing the network operating systems and associated products, network domain controllers as well as TCP/IP and related protocols such as DHCP, WINS, and DNS.
- Responsible for the administration of Local and Wide Area Networks (LAN and WAN respectively), which provide integrated information processing capabilities to all areas of the Organization. Responsible for providing User access and monitoring guidelines and work plan for LAN administration.
- Design, plan, and coordinate the implementation and administration of Linux platform servers, responsible for providing access to external information services and databases.
- Manage the organization infrastructure to oversee OAS users' access to information networks, applications, and services.
- Oversee the rollout, setting-up, monitoring, and maintenance of overall server rights and assignments, supervisory levels, information access control, passwords, protection, back up and restoring procedures.
- Participate in the implementation and maintenance of network-based information processing systems.
- Participate in information back-ups; develop and monitor procedures for backup protection and for disaster recovery.
- Develop procedures and strategies for infrastructure administration and maintenance; create and maintain comprehensive documentation for all implemented networks.
- Research and recommend architecture solutions to meet organizational growing requirements. Recommend new technology products and configurations to address specific customer requirements.
- Acquire and maintain knowledge of OAS systems and standards, security policies, support policies, and methods of support delivery.
- Provide feedback on the effectiveness of the implemented network products by preparing reports as needed; inform DOITS management on what network products that generate concerns; make recommendations for acquisition of network hardware and products; provide justification for equipment and services.
- Attend team meetings held with senior technical staff to coordinate work and solve emerging problems and situations.
- When assigned project manager responsibility, has the overall responsibility for the project to manage the project taking into account integration across all areas and is responsible for:
  - Developing the project plan; estimating and directing project resources; monitoring and managing the project schedule, the project budget and the project risk; dealing with operational issues.
  - Engaging and maintaining communication with stakeholders; organizing project committee meetings, ensuring minutes are taken; reporting to the CTO and other high level officials involved in the project on the strategic issues; communicating project status to project sponsor, all team members, and other relevant stakeholders and involved parties.
  - Preparing Project status reports and project change request; maintaining project documentation.
  - Negotiating and resolving issues as they arise across areas of the project and where they impact on the other activities, systems and projects.
  - Managing project team members and looking after the interest of the project team.
  - Ensure that the project meets requirements and objectives.

## **REQUIREMENTS**

### **Essential:**

- **Education:**
  - Bachelor's Degree in Computer Science, Computer Engineer or similar.
  - At least one formal professional training/certification MCSE, CCNA, CCNP, CCIE, CNE.
- **Language requirements:**
  - Excellent oral, writing and communication skills in English and Spanish.
- **Professional experience:**
  - 4+ years of progressively responsible experience implementing and administrating network devices and services, computers hardware and software, computer network installation, maintenance and support; network architecture and topologies.
  - Training and experience in planning, designing, installing and maintaining local area networks, operating systems and network security, including installation of equipment and network software.
  - Experience with TCP/IP based networking environments, including knowledge of and experience with the use of standard TCP/IP model.
  - Experience installing and configuring computer systems in a networked environment, applying diagnostic techniques.
  - Experience in physical installation of LAN and WAN networks, implementation of enterprise wide network applications and integration of voice and data communication is required.
  - Broad understanding of computer networking technology, system analysis and design techniques, project management and information systems development. Thorough knowledge of network operating systems and protocols, Linux and Windows environments, and network manager applications.
  - Extensive knowledge of desktop software such as Microsoft Office, graphic packages and other utilities. Thorough knowledge of Data Base Management Systems, Spreadsheets, Word Processing, Programming languages, disk management and other utilities.

### **Desirable:**

- Expertise in any of the following is a plus: VMware, IIS, Cluster, File & Print.
- Monitoring Tools.
- ITIL Knowledge.
- Agile Knowledge.

### **SUBMISSION OF APPLICATIONS:**

Interested candidates should send their CV and cover letter (no more than 250 words) with the subject "Network Infrastructure Support" to [DOITS-CV@oas.org](mailto:DOITS-CV@oas.org)

No phone inquiries accepted. Only shortlisted candidates will be contacted.

**The GS/OAS embraces equality, diversity, and inclusion. Thus, the GS/OAS, in accordance with its rules and regulations, is committed to providing equal opportunities in employment, achieving a diverse staff, and will consider a wide geographic representation, as well as gender equity and equality, in the selection of candidates.**