

Foreign Service Limited Opportunity: Humanitarian Assistance Officer (Team Lead), Bureau for Humanitarian Assistance, Office of Humanitarian Business and Management Operations - FSL-0301-02

(3) Humanitarian Assistance Officer (Team Lead/Information and Technology Management Division), FSL-0301-02

- (1) Systems and Services Solution Team Lead**
- (1) Operations and Maintenance Team Lead**
- (1) Information Assurance and Security Team Lead**

- **Agency:** U.S. Agency for International Development
- **Organization:** Bureau for Humanitarian Assistance, Office of Humanitarian Business and Management Operations (BHA/HBMO).
- **Location of Position:** Washington, DC.
- **Open Period:** 01/18/2023 – 01/31/2023
- **Appointment Type:** This is an excepted service, time-limited appointment, not-to-exceed five years
- **Salary:** FSL-02. [Foreign Service pay table](#), Washington locality.
- **Number of Vacancies:** Multiple within the [BHA/HBMO office](#).
For further information on each team, please see the attachment.

Description of Organization: The Bureau for Humanitarian Assistance (BHA) provides global leadership and a strategic approach in humanitarian response, promoting human welfare, alleviating suffering, and providing the foundations for transformative change and self-reliance serving both national foreign policy interests and people in need of humanitarian assistance. BHA fulfills USAID's role as the lead U.S. Government Agency for responding to emergencies and disasters overseas with both food and non-food emergency assistance, as well as providing a holistic approach to USAID's programming across the spectrum of preparing for, responding to, mitigating, and preventing disasters.

The Office of Humanitarian Business and Management Operations (HBMO) is responsible for maintaining 24/7 operability by providing leadership, planning, quality assurance, technical expertise, and process management. HBMO ensures effective stewardship of the Bureau's support services, including workforce planning, staffing, financial management, internal controls, facilities operations, and infrastructure.

HBMO's Information Technology Management Division is responsible for maintaining and increasing the Bureau's operational capacity and ability to respond 24/7 by providing IT support, systems, services, and innovation. The Division aligns IT decisions and the IT architectural trajectory with the Bureau's mission and organizational objectives. It also facilitates business requirements gathering, translates those needs to IT requirements, works with the organization to prioritize requirements and requests, schedules delivery of priorities, and oversees the implementation of IT solutions accordingly. The Division additionally manages and monitors the Bureau's IT delivery, budgets, programs, and projects, including core IT services such as Response Management Team/Disaster Assistance Response Team (RMT/DART) stand-up, communications delivery (including field comms deployment), IT training, HelpDesk, and IT application development/delivery.

Applicants may be assigned to Systems and Services Solution Team Team Lead or Operations or Maintenance Team Lead or Team; or Information Assurance and Security Team. Lead Applicants should identify their team lead assignment preferences, if any, in the cover letter of their application.

Commitment to Diversity and Inclusion: All employees are measured on how they foster a climate of respect in interactions with others, value differing perspectives, and treat others in a fair, equitable, and culturally sensitive manner. All employees are expected to adhere to equal employment opportunity (EEO) policies and value diversity and inclusion in performing everyday duties and responsibilities.

Description of Position: The Humanitarian Assistance Officer will:

- Leads the team in identifying, distributing, and balancing workload and tasks among employees to ensure timely accomplishment of assigned team tasks; represent the team consensus and convey the team's findings and recommendations.
- Advises BHA, Agency leadership, and host-country governments on new developments and effective approaches to humanitarian assistance; articulates the benefits of interventions to effectively reach specific target audiences.

- Provides technical liaison with other offices in USAID who work with USG Agencies, Congress, donors, multilateral banks, and PVOs to coordinate their efforts with USAID programs, policies, and approaches to humanitarian assistance.
- Maintains liaison with sources of information inside and outside BHA to assess and review new or unusual circumstances, variations in approach and incomplete or conflicting information.
- Informs stakeholders of changes in organizational programs and operations, conducting briefings on major program changes in particular those impacting humanitarian assistance programs and operations overseas.
- Becomes certified and serve as an Agreement Officer's Representative/Contracting Officer's Representative (AOR/COR), as assigned.
- Signs-up for and serves on Washington-based Response Management Teams (RMTs), which provide services and support to Disaster Assistance Response Teams (DARTs) deployed in response to disasters.
- Works with USAID CIO office to support IT compliance and standardization and surveillance of IT program, services and projects related to BHA

Future of Work Designation: This position has been designated as Telework Eligible.

Qualifications:

- Must be a U.S. citizen.
- Must have one year of specialized experience equivalent to the next lower grade level, FSL-03 or GS-13, of this position. Specialized experience must include:
 - Providing intellectual leadership and focus to initiate complex dialogue on international humanitarian assistance information technology services and/or IT procurement matters
 - Directing highly complex evaluative studies to assess and improve organization-wide information technology solutions and/or IT procurement processes and/or management systems
 - Identifying, analyzing, and providing IT solutions to problems regarding either staffing, budget, programs, or operations of an international humanitarian assistance organization
 - Serving in a leadership role for IT program, service, and project management
 - Experience designing and monitoring IT support and services
 - Experience developing, documenting, and implementing standardized process
- The Team Lead position requires a specific clearance level based on organizational location. Candidates must be able to obtain and maintain the security clearance level associated with the position for which they have been selected.

Interested candidates should submit (in .pdf or Microsoft Word Format):

- Resume/CV;
- Cover letter (one page or less) including which team(s) you are applying for and expressing a statement of interest, including one paragraph (250 words or less) that describes where in the resume the applicant meets the specialized experience qualifications; state whether you have veterans' preference or if you have held or currently hold a political appointment (PA) within the last five years; (NOTE: current/former PA should submit their appropriate SF-50 which demonstrates their appointment);
- Three professional references with at least one current or former supervisor;
- Stated security clearance level, if applicable;
- Stated U.S. citizenship (if citizenship is not stated, application will not be considered).

Please submit your application package to bha.ams.staffing@usaid.gov. Subject line must be as follows specific to the position and division being applied to. Subject lines must read: "**FSL Application: Information and Technology Management Division-HAO-FSL-02-BHA.**" Application submissions are required by **11:59 p.m. EST on 01/31/2023**. Packages not submitted by the deadline with the specified subject line—or incomplete packages—will not receive consideration. This notice may be used to fill additional similar vacancies, as the workforce needs of the Bureau may change.

[EEO Policy Statement](#)
[Reasonable Accommodation Policy](#)

Any questions concerning this notice may be directed to:
 -- bha.ams.staffing@usaid.gov