

"SOFIA-2026-08S" Vacancy Details

About

Announcement Number: SOFIA-2026-08S

Hiring Agency: Embassy Sofia

Position Title: Customer Support Desk Analyst, Tier I, Open To: All Interested Applicants/All Sources

Open Period: 04/01/2026 - 04/20/2026
Format MM/DD/YYYY

Vacancy Time Zone: GMT+2

Series/Grade: LE - 1805 8

Salary: EUR €18,780 - EUR €27,231 /Per Year



Work Schedule: Full-time - Full time, 40 hours per week, Annual Base Salary starting at € 18,780

Promotion Potential: LE-8

Duty Location(s): 2 Vacancy in

Sofia, BU

Telework Eligible: No

For More Info:  HR Section
 000-000-0000
 Sofia_Applications@state.gov

Overview

Hiring Path:

- Competitive service
- Open to the public

Who May Apply/Clarification From the Agency: This position is open to: All Interested Applicants/All Sources. For applicants who are USEFMs, the final grade/step for these positions will be determined by Washington DC. The proposed grade is FP-06.

Security Clearance Required: Public Trust - Background Investigation

Appointment Type: Permanent

Marketing Statement:

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.

Summary: The U.S. Mission in Sofia, Bulgaria is looking for qualified candidates for the locally employed staff position of Customer Support Desk Analyst, Tier I in the Overseas Customer Support Desk.

The work schedule for this position is: Full Time (40 hours per week)

Supervisory Position: No
Relocation Expenses Reimbursed: No
Travel Required: Not Required

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Duties

The Tier I Analyst provides technical and financial application support to more than 200 U.S. Embassies and Consulates worldwide in a 24/7 operating environment. Duties comprise delivering customer support to personnel at all levels, including Management, Financial Management, Information Management, Security, non-Department of State agencies, and the Chief of Mission's office. The incumbent communicates complex technical and financial issues in clear, actionable terms tailored to diverse audiences and identifies, promotes, and shares best practices, ideas, and techniques to improve operational effectiveness across posts.

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Qualifications and Evaluations

Requirements: **FOR THE EXPERIENCE AND EDUCATION REQUIREMENTS APPLICANTS MUST MEET EITHER OPTION 1 OR OPTION 2 TO QUALIFY.**

To be considered for this position, you must enter the requested information in the Education, Experience and Language sections of your application.

OPTION 1:

EXPERIENCE: A minimum of two (2) years (full-time equivalent) relevant professional experience in customer help desk support. Either financial application support or technical customer support is required. Professional experience in client-server and web technologies or performing business systems analysis is required; focus on financial systems is required.

EDUCATION: Completion of a Bachelor's degree in Finance, Accounting, Business Administration, Economics, Computer Science, or Information Management Systems is required.

OR

OPTION 2:

EXPERIENCE: A minimum of four (4) years (full-time equivalent) relevant professional experience in customer help desk support. Either financial application support or technical customer support is required. Professional experience in client-server and web technologies or performing business systems analysis is required; focus on financial systems is required.

EDUCATION: Completion of two (2) years college or university studies (no specific field) is required.

Please upload the required documents to your application:

Option 1: Bachelor's degree in Finance, Accounting, Business Administration, Economics, Computer Science, or Information Management Systems is required or

Option 2: College/University Transcripts (no specific field)

LANGUAGE (this may be tested):

English: Fluent (reading/writing/speaking) Level IV

Education Requirements: **Please see section Requirements above.**

Evaluations: You will be evaluated against the qualifications and requirements in this vacancy announcement.

You may be asked to complete a pre-employment language or skills test. You must complete the application form and provide the required documents. Your application must address all the position qualifications and requirements including education, experience, language, and any knowledge/skills/abilities listed. If you fail to submit a complete application, then your application may be disqualified for this position.

Qualifications: Job Knowledge:

- Knowledge of technical troubleshooting, customer service best practices, IT help desk operations and ticketing systems.

Skills and Abilities:

- Ability to think critically, analytically, and solve problems independently and effectively
- Ability to work in a collaborative team environment
- Writing, interpersonal, training, customer service, and management skills
- Ability to multi-task, manage workload, and lead Tier I analysts

[Back to top](#)**Benefits and Other Info****Benefits:****Agency Benefits:** **Compensation:**

- Year-end bonus; Additional transportation and meal allowances; Performance management program and annual performance-based salary increase and Awards program;
- Salary advance program (from 2nd year) and Medical reimbursement plan for employees and family members

Work/Life Balance:

- Observing Bulgarian and U.S. official holidays (totaling 20 additional days off); Paid services offered on-site: dry cleaning, hairdresser, esthetician, jeweler, car wash, tailor; On-site or virtual English language courses; on-site ATM and on-premises parking lot

Work Environment

- Positive work environment where respect, integrity and tactfulness are valued and encouraged; friendly, inclusive and supportive community; secure

workspace with full access to people with disabilities

- Cafeteria, kitchenettes, café shop, on-site gym, tennis court, table tennis and other sport facilities and activities
- Various community events and activities, holiday community celebrations; charity and volunteer activities

Other Information: HIRING PREFERENCE SELECTION PROCESS:

A hiring preference is extended to eligible and qualified applicants in the order listed below. It is essential you accurately describe your status in your application, failure to do so may result in a determination that you are not eligible for a hiring preference.

HIRING PREFERENCE ORDER

1. Appointment Eligible Family Member (AEFM) / U.S. citizen Eligible Family Member (USEFM) who is a preference-eligible U.S. Veteran*
2. AEFM / USEFM
3. Foreign Service (FS) on Leave without Pay (LWOP) and Civil Service (CS) with reemployment rights **

* IMPORTANT: US citizen Eligible Family Member (USEFM) 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") preferably Member Copy 4, Letter from Veterans' Affairs which indicates the present existence of a service-connected disability, 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 FS employees on LWOP and CS with re-employment rights back to their agency or bureau.

For complete definitions of AEFM, USEFM, EFM, Member of Household, etc., please visit the [3 FAM 7210 Definitions](#).

ADDITIONAL EMPLOYMENT CONSIDERATIONS

The following apply to EFMs, USEFMs, and AEFMs only:

- Current employees who used a hiring preference to gain employment who are within their first 90 calendar days of employment are not eligible. This does not apply when the hiring mechanism is TEMP or the work schedule is intermittent or irregular.
- Candidates with a hiring preference who have already accepted a conditional offer of employment may NOT be extended a second conditional offer of employment unless and until they withdraw their candidacy for the first position in writing.

The following apply to Locally Employed (LE) staff only:

- Current employees serving a probationary period are not eligible.
- Current employees with an Overall Summary Rating of Needs Improvement, Unsatisfactory, or an MBC score of less than 100 points on their most recent Employee Performance Report are not eligible.

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How to Apply

How to Apply: Click the "Apply to This Vacancy" button at the top of the page to begin your application. For an instructional video on how to apply click [here](#).

Please address all relevant experience, education, language skills (including English), and job-related skills or requirements in your application.

You may edit your application any time before the vacancy closing date. If you fail to submit a complete application by the vacancy closing date of this vacancy, then your application may be disqualified for this position.

All candidates must be able to obtain and hold a Public Trust clearance.

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

- University Diploma and/or University transcript
- Residency and/or Work Permit (for non-Bulgarian citizens only)
- Copy of Orders/Assignment Notification (or equivalent - for EFMs* only)
- SF-50 (if applicable - for EFMs only)
- DD-214 - Member Copy 4, Letter from Veterans' Affairs, or other supporting documentation (if applicable - for EFMs only)

*EFMs are Eligible Family Member of U.S. Direct Hire or uniformed service member assigned to the U.S. Mission in Bulgaria.

Next Steps: The HR Office will contact successful applicants. For more information on applying for jobs or employment with us, please visit the U.S. Mission website: https://erajobs.state.gov/dos-era/vacancysearch/searchVacancies.hms?_ref=a2phdmhbpt0

Thank you for your application and your interest in working with us.

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