

"SOFIA-2026-28S" Vacancy Details

About

Announcement Number:	SOFIA-2026-28S
Hiring Agency:	Embassy Sofia
Position Title:	Information Management Assistant- Open To: All Interested Applicants / All Sources
Open Period:	09/09/2026 - 09/28/2026 Format MM/DD/YYYY
Vacancy Time Zone:	GMT+2
Series/Grade:	LE - 1805 8
Salary:	EUR €21,717 - EUR €26,603 /Per Year
Work Schedule:	Full-time - Full time, 40 hours per week, Annual Base Salary: €21,717- € 26,603
Promotion Potential:	LE-8
Duty Location(s):	1 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 **Information Management Assistant** in the **Diplomatic Technology Office**.

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 Information Management Assistant delivers exceptional IT services to Embassy staff by responding promptly to inquiries and resolving technical issues. The incumbent monitors, maintains, and troubleshoots the IT infrastructure, including PCs, servers, mobile devices, software applications, networks, and peripherals. The position requires effective communication with Embassy staff at all levels and ensures the mission community stays informed about IT developments and actions relevant to their duties.

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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 three **(3) years** (full-time equivalent) progressively responsible experience working on network/computer systems or IT user support.

EDUCATION: Completion of a **Bachelor's degree in** Computer science, Information Systems, Electronics Engineering, or Audio/Visual Communications and Technology is required.

OR

OPTION 2:

EXPERIENCE: A minimum of six **(6) years** (full-time equivalent) progressive, responsible experience working on network/computer systems or IT user support.

EDUCATION: Completion of secondary school is required.

Please upload the required documents to your application:

Option 1: Bachelor's degree in Computer science, Information Systems, Electronics Engineering, or Audio/Visual Communications and Technology is required or

Option 2: Secondary School diploma

LANGUAGE (this may be tested):

- English: Good working (reading/writing/speaking), Level III
- Bulgarian: Fluent (reading/writing/speaking), Level IV

Please address both requirements in your application.

All selected candidates will be subject to a background investigation and may be subject to a pre-employment medical exam.

Selected candidate must be able to begin working within a reasonable period of time upon receipt of agency authorization and/or clearances/certifications or their candidacy may end.

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 IT Operations, IT Infrastructure Support, IT Helpdesk Support, and End User Support is required.
- Knowledge of and experience with Microsoft Active Directory administration including creating and configuring AD users, groups, computer objects, and group policy implementations is required.
- Knowledge of Microsoft Windows Server platforms and Windows operating system is required.
- Troubleshooting skills and experience resolving server and desktop performance issues, operating system, application, and hardware failures is required.
- Knowledge and demonstrated skill troubleshooting and resolving issues at all layers of the OSI.
- Knowledge of VMware vSphere/ESX Server virtualization technologies and vCenter administration.
- Knowledge of Microsoft Exchange Admin Center, including configuring PST files, distribution groups, and shared mailboxes.
- Knowledge of Avaya PBX.
- Working knowledge of UHF/VHF and HF theory and administration.
- Working knowledge of Microsoft SharePoint and SQL Database.
- Experience with Mobile Device Management (MDM) including installing and troubleshooting security profiles on mobile devices.
- A working knowledge of Apple iOS, operating system administration, troubleshooting, portable devices, and software / apps.

Skills and Abilities:

- General skills in critical thinking, time management, judgment and decision making, coordination, service orientation, equipment selection, installation, complex problem solving, systems evaluation and analysis, management of

material resources, equipment maintenance, technology design, repairing, operations monitoring, operation and control and quality control analysis.

- Specialized skills in IT modernization, translating business needs into technical solutions, IT asset management, IT project management, information security, customer service, presenting technical concepts in layperson terms, enterprise systems, desktop and peripherals, network infrastructure, mobile services, and video conferencing.
- Excellent computer skills: ability to perform hardware setup, operational adjustments, and maintenance. A team player with ability to collaborate with colleagues from different offices and deliver exceptional customer services. Good interpersonal skills to resolve priority issues, system limitations, down-time, and meeting deadlines. Good understanding of the priorities of key managers to ensure that the computer organization is responsive to their excellent judgment and ability to work independently under pressure in time-sensitive and emergency situations. Ability to document issues and resolutions using excellent written communication skills, use excellent verbal skills to communicate effectively with other employees and maintain positive working relationships; use logical reasoning. Ability to learn and apply new skills and concepts quickly with attention to detail.
- May be able to lift up to 25 kgs.

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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
- Awards program
- Salary advance program
- 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
- 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

Professional Growth Opportunities

- Onboarding and on-the-job training
- Professional development opportunities including online and classroom trainings in Bulgaria or abroad

The pay plan is assigned at the time of the conditional offer letter by the HR Office.

For Eligible Family Member (EFM) applicants, benefits should be discussed with the HR Office. The pay plan is assigned by the HR Office and confirmed by Washington, D.C.

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 EFM, USEFM, 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 (if relevant)
- Secondary School diploma (if relevant)
- 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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