

## JOB DESCRIPTION

<b>Title</b>	IT Officer
<b>Location</b>	Quang Tri/Quang Binh/Ha Noi
<b>Reporting to</b>	HoSS
<b>Staff reporting to this position</b>	No

### Summary of the Position

The IT Officer will ensure that computers, technologies and detection equipment are well maintained, and support/training is providing to end-users where required.

### Specific Areas of Responsibility

- Act as the first point of contact for technical support requests, providing technical advice and training to users as required in both general computer use and on software such as Microsoft Office and other work-related programs.
- Ensure software is on all systems and kept up to date monthly
- Monitor all data back-up systems to ensure that back-up schedules operate correctly and rectify any issues identified.
- Ensure that all data stored on MAG systems are appropriately secured.
- Manage user accounts on MAG systems.
- Ensure that computers are free of illegal software
- Maintain and monitor the network infrastructure (cabling, routers, firewalls and Wi-Fi) for correct functionality and rectify any issues that arise.
- Ensure that all ICT systems are functional and problem-free and comply with MAG standards.
- Carry out all necessary routine servicing and maintenance of all IT and Communications systems in all sites
- Test any new systems or software for correct functionality.
- Ensure that electronic detection equipment is maintained and repaired as required
- Work with Operations and Logistics to provide support to operations for technical equipment, radios, GPS etc.
- Ensure that fair and accountable IT Management processes are followed following MAG policies at all times
- Be responsible for the asset management of all IT equipment and working with the Asset Management Lead in updating the location of the asset on the asset system
- Support Base Coordinator in asset check and regular updating of computer-related asset users.

- Ensure MAG HQ IT initiatives are implemented correctly; this will include Sharepoint, Microsoft Teams, HR Database Server, and any others rolled out in the future.
- Any other duties as required by the line manager.

<b>Person Specification</b>
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- Previous experience in an IT support role
- Excellent knowledge of standard applications and email systems/set up
- Good knowledge and understanding of IT hardware
- Able to configure and setup IT equipment according to defined standards
- Ability to understand problems and explain solutions in a clear and concise manner
- To always work within the MAG Code of Conduct.

<b>Grade</b>	
This position has been graded at Grade 6 of the MAG Vietnam Salary Scale. This grading has been based on the following minimum competency and experience criteria:	
<b>Competencies</b>	Responsibility and accountability for specific and limited tasks
	Demonstrated ability to work independently
	Demonstrated ability to use a computer
<b>Experience</b>	At least 1 years' experience working with MAG or in a similar role
	Must be able to work and communicate in English

<b>Agreement &amp; Acceptance</b>
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By signing this document, I agree to undertake the above duties on behalf of MAG.

Post Holder Name:	Post Holder Signature:	Date:

Accepted and Approved by Line Manager on behalf of MAG

Line Manager Name:	Line Manager Signature:	Date:

*Last updated Sep 2020*

