



Job Description

Regional IT Officer

MISSION: The mission of the Mekong Regional IT Officer is to build a quality and comprehensive technology infrastructure, establish and maintain an effective operational environment, and deliver quality, prompt, cost effective, and reliable technology services necessary for the smooth-running of the programme in compliance with HI ICT charter.

REPORT TO: Regional Logistics Manager

RESPONSIBILITIES:

Responsibility 1: Ensure Information and Communication Technology (ICT) system running smoothly in compliance with ICT charter & guidelines

Aim: To ensure compliance with ICT charter, provide permanent access to ICT system for the smooth-running of the programme

Benchmark: Use of licensed devices & software, spot check & report on ICT charter compliance, Data are fully secured (back-ups); rate of servicing of ICT access and speed

Activities:

- Deploy ICT charter in the program;
- Provide orientation on ICT charter to a new comer;
- Assess the level of IT proficiency of all IT users in the program;
- Provide training of ICT equipment and use of relevant software to IT users;
- Monitor compliance on ITC chart and provide regular report;
- On-site /remote troubleshoot hardware and software issues related to internal IT
- Provide effective solutions to those problems with a minimum of disruption or refer the problem to the RLM;
- Running regular checks on network and data security;
- Identify and draw-up IT infrastructure strategy, architecture, and processes for each site of the countries in the Mekong;
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages
- Maintain and update staff emails contact address as well as email signature;
- Be an interlocutor on behalf of HI with ISP, domain hosting company and telecommunication service provider and assess regularly most effective solutions with new IT solutions;
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages
- Managing IT budget



Responsibility 2: Ensure the correct management of IT equipment

Aim: To ensure the programme has the efficient and necessary means for its smooth running

Benchmarks: IT equipment adapted to the programme's needs, rate of servicing of equipment, accuracy of the EMC

Activities:

- Ensure the management of IT equipment is compliance with the equipment management procedures;
- Ensure a systematic detailed update of the Equipment Monitoring Chart (EMC) for each movement of IT equipment
- Ensure that all movements of IT equipment is supported by the appropriate temporary document (lent, transfer, etc.) or definite certificate (lent, sale, disposal, donation certificates, etc.);
- Ensure the installation, maintenance, monitoring and traceability of IT equipment (servers, computer, power-supply, etc.);
- In coordination with other logisticians of other sites of the countries in the program to organize annual physical IT equipment inventory;
- Identify the needs and support the yearly plan for renewal of IT equipment in collaboration with other logisticians in the programs. Alert RLM in case of urgent needs;
- Ensure the availability of information on equipment management for donor reports;

Specific objectives, duties and responsibilities:

The position may receive specific/new/additional objectives, duties and responsibilities added according to the needs of the Organization and the Regional Program’s actions, implementation and strategies; these will be provided by the line management and/or the program’s direction.

PROFILE SOUGHT

	Essential	Preferable
<u>Qualification(s):</u>	Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience.	
<u>Experience</u> (type and	1- Experience leading and managing large IT projects	

<p>amount of experience) :</p>	<p>and rolling out IT infrastructures across various technologies 2- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems</p>	
<p><u>Skills</u> (knowledge, abilities required for the position, refer to skills repository document) :</p>	<p>1- Excellent project management skills and strong ability to prioritize 2- Firm grasp on IT infrastructure and operations best practices 3- Strong critical thinking and decision-making skills</p>	
<p><u>Personal qualities:</u></p>	<ul style="list-style-type: none"> - Pro active - Dynamic and solution-oriented 	