

JOB DESCRIPTION

Position title: Senior IT Officer
Reports to: IT Manager
Location: Hanoi, Vietnam
Date: Mar 2023

I. Background

WWF was one of the first International non-government organizations working in Vietnam. In 1985, WWF began working on a national conservation strategy and since then has worked closely with the Vietnamese Government on a diverse range of environment issues and implemented field activities across the country. Find out more at <http://vietnam.panda.org/>. WWF recognizes that its employees are its most important asset. A competent workforce, thoroughly trained, properly motivated, and bound together by mutual trust and common objectives is crucial to the success of WWF.

I. Major Functions:

The Senior IT Officer is responsible to manage the office, functions, and deliverables under the area of Information and Communications Technology (ICT), in line with the aims and objectives of the IT function and provide strategic support to the IT Manager.

II. Major Duties and Responsibilities:

- Provide support to all users, including daily access service, helpdesk facility and management of the problem from inception to a conclusion.
- Analyze and fix problem on the ICT system to make sure the system operate continuously and stably.
- Accurately record, update, and document requests using the IT service helpdesk system, implement installation and configuration of new IT equipment; regularly monitor and report about the IT network/system/services and communications system.
- Communicate and liaise with staff on IT needs and reporting them back to the IT Manager and team.
- Provide training or guidance to all staffs to help them understand the IT systems, policies and procedures to ensure the most effective use of computer systems.
- Ensure all network security systems is under well supervision including and not limited to office camera security system, all computer clients and video conferencing.
- Proactively monitor to improve processes and policies; supply solutions to improve IT services to the organization.
- Maintain an inventory of hardware and software used in the company's computer systems.
- Other tasks may be assigned as necessary according to organizational needs.

III. Profile

Required Qualifications

- Bachelor's Degree in Computer Science, Information Systems, or other related field.
- 4-6 years of relevant technical and business work experience.
- In-depth experience in Windows; Microsoft products; Cloud-computing, Internet and Administering multi-serve multi-protocol (TCP/ IP & IPX); Windows Server, local and wide area networking.
- Managing a virtual server environment and Data backup and replication systems.
- Database management systems (such as MSSQL, MYSQL). CCNA and Microsoft Certificate knowledge is an advantage.

Preferred:

- Knowledge of Microsoft 365 administration & Microsoft Add-in
- Knowledge of open-source applications and operating systems including Linux.
- Experience of project development and implementation.

Required skills and Competencies

- Written and verbal communication in English; Good interpersonal and communication skills.
- Demonstrated knowledge of complex hardware and software products and problem solving/diagnostic skills.
- Good planning, organization, time management, facilitation, and coordination skills; Ability to write up policies and guidelines.
- Responsible and able to work under pressure and independently.
- Ability to train other staff & willing to learn new skills as required to support new technologies.
- Adheres to WWF's values, which are: Knowledgeable, Optimistic, Determined and Engaging.
- Identifies and aligns with the core values of the WWF organization: Courage, Collaboration, Respect & Integrity.

IV. Working Relationships**Internal**

- Works closely with the IT Manager, Interacts on a regular basis with all staff of WWF-Viet Nam
- Working closely with Asian Pacific IT team (AP-IT) for learning and sharing the new technology and strategies

External

- Interacts regularly with suppliers, computer companies, service providers
- Engages with other organizations on IT systems and practices for learning and sharing

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.