Associate IT User Support
For (RM/FO)

Background

Asian Development Bank (ADB) is an international development finance institution headquartered in Manila, Philippines and is composed of 67 members, 48 of which are from the Asia and Pacific region. ADB is committed to achieving a prosperous, inclusive, resilient and sustainable Asia and the Pacific, while sustaining its efforts to eradicate extreme poverty. ADB combines finance, knowledge and partnerships to fulfill its expanded vision under its Strategy 2030.

The position is assigned in the Viet Nam Resident Mission (VRM) within the <Regional Department>. VRM was established to assist ADB Headquarters in the implementation of projects and programs, in project processing, country programming, and economic and sector work. It also coordinates ADB's activities with other resident diplomatic and donor missions, NGOs, academic institutions, local think tanks, private sector and other members of the civil society.

IT systems and applications in ADB are a mixed of in-house developed applications and cloud-based solutions that includes Oracle ERP, Mainframe, MS Dynamics, O365 applications, etc. For end-user IT computing equipment, ADB provides its staff with a choice of Windows or Mac computers while iPhone has been standardized for smartphones.

The IT Department (ITD), being responsible for planning and managing the Bank's automated information systems and telecommunications services, will be co-supervising the engagement with the Contractor.

Purpose

- The Associate IT Support will help ensure effective and efficient performance of information and communications technology (ICT) services in VRM by assisting to implement the delivery of analytical, technical and administrative IT support.

- The IT User Support will provide support to IT Department (ITD) on technical matters, and on the installation, operation, maintenance, and continuous improvement of RM ICT facilities.

Duties and Responsibilities:

The following are the expected duties and responsibilities:
- Provide support to ADB staff to ensure smooth running of VRM ICT services, such as user support, local network infrastructure, telecommunications, internet connectivity, printing, server systems and IT room facilities, end-user IT equipment, and ADB standard applications and productivity tools.
- Provide support to ADB staff in monitoring and reporting to ITD on progress of installations, maintenance, enhancements, and upgrades to ICT services, systems, infrastructure, and facilities in coordination with ITD. Assists ITD to ensure cybersecurity measures are implemented in line with ADB's policy.

- Provide support to ADB staff in transitioning VRM IT users to use the IT service desk portal and ADB IT service desk as 1st level IT support. Coordinates the escalations to the ADB IT service desk, ensuring the timely and appropriate delivery of VRM ICT support and requests.
- Assist in providing local deskside support, troubleshooting, resolution of routine hardware and software issues, and IT support for videoconferences, meetings, events, and HQ missions.
- Assist in gathering RM IT requirements, issues and opportunities for improvement, representing the voice of VRM IT users. Provides feedback on the RM IT perspective to ITD during design and development of digital solutions. May participate by providing inputs during business case preparation, planning roadmaps and enhancements for applications, and other relevant ITD activities.
- Coordinates with ITD regarding communication and rollout of new ICT products and services to VRM.
- Assist in monitoring of local IT equipment and asset inventory, ensuring accurate and timely updates to IT asset records. Supports the effective distribution of IT equipment to local staff.
- Provide support with local IT vendors on the delivery of goods and services, to help ensure ADB receives qualified services according to Service Level Agreements, in coordination with ITD vendor management team. Coordinates tasks of IT contractor(s), as required, in fulfilling 1st-level, day-to-day IT support, maintenance, and delivery of ICT services.
- Assists on ADB business continuity and disaster recovery processes and procedures. Works with ITD on improving overall IT resilience of VRM.
- As required from time to time, coordinates with Facilities Management team, Corporate Service Department in monitoring the security system, fire extinguisher system, UPS, etc.
- Performs other duties as may be assigned and reflected in the incumbent's workplan.

Qualifications:

The IT User Support must possess the following qualifications:
- Must be a college graduate preferably with a degree in Information Technology, Computer Science, Computer Engineering or related courses;
- Must have 3-5 years of experience as an IT technical support engineer, field support engineer or related functions and preferably with experience related to technical support for mobility equipment such as smartphones, tablets and notebook computers;
- Must possess advanced troubleshooting knowledge and skills in O365, Windows, iOS, Android, Mac OS, Skype for Business, etc.;
- Work experience with finance and trade systems (Bloomberg, Moody's, etc.) in a bank or financial institution a plus
- Must possess excellent written and oral English communication skills since ADB is an international organization with diverse nationalities.

Engagement:

The IT User Support is expected to perform all the activities outlined in this TOR for a period of 1 year. Periodic reviews will be conducted throughout the engagement. This engagement is subject for renewal.