JOB PROFILE

Job title:	IT Senior Officer
Place of work:	Hanoi
Grade:	3
Reports to:	Admin Manager
Line management responsibility:	(None)
Budget Responsibility:	(None)
Child Protection Level:	1

INTRODUCTION

Save the Children in Vietnam (SC) works to promote every child's rights to survival, protection, participation and development as set forth in the UN Convention on the Rights of the Child. The current programme focuses on the following core sectors: Health and Nutrition; HIV/AIDS prevention, care and support; Education; Child protection; Child-focused emergency preparedness and response; Child rights agenda, including Civil society development, Economic opportunities and Child poverty Research, and Integrated Child Development; and Advocacy for child-friendly development policy and practice.

JOB PURPOSE

To establish, develop and maintain effective and secure IT and telecommunications applications, equipment, systems and networks as required by Vietnam country programme, including technical and user support, troubleshooting and network administration, for Hanoi office and field sub-office locations. The post-holder will ensure that the programme's IT systems are optimised in support of overall organisational goals, represent best value for money and aligned with global standards and best practice.

KEY ACCOUNTABILITIES

1. Local area network management
- Support and maintain the entire local area network installed at the supported office locations, including:
- Ensuring that physical arrangements/infrastructure of network system (including any servers where they exist) remain fully functional
- Monitoring overall network performance and troubleshooting any issues
- Managing and administering all servers
- Managing and administering all workstations and network devices, e.g. printers, scanners, etc.
- Performing routine checks/preventive maintenance of server functionality (including UPS status)
- Maintaining log book for server and network events and incidents.

2. Hardware support
- Carry out installation, configuration, routine preventive maintenance/checks and any necessary repair of, and support and troubleshoot problems with, all IT hardware equipment and computer accessories/peripherals.
- Perform IT hardware asset management, including inventory, tracking and insurance/maintenance coverage in line with organisational standards and in liaison with logistics colleagues as necessary.
- Manage the business relationship and service agreements/contracts with any maintenance providers, etc., including continuous monitoring of performance and value for money.
- Purchasing/procurement: Recommend purchase of new and replacement/upgraded hardware that will improve staff effectiveness or office infrastructure with clear cost analysis; search for

the best sources of availability of equipment required; assist senior management/logistics colleagues in assessing and/or appraising all IT-related purchases.
- Set up office equipment, e.g. projectors, printers, photocopiers, fax machines, digital cameras, etc. for everyday office use and as necessary for meetings, etc.

3. Software support
- Carry out installation and configuration of, and support and troubleshoot problems with, all software applications in use, including financial systems such as Sun Systems, FBS, etc.
- Ensure that the country programme is fully legally compliant for all its software licenses, maintaining accurate records and scheduling any appropriate renewals and additions.
- Purchasing/procurement: Proactively understand staff software needs and recommend purchase of software that will improve staff effectiveness or infrastructure with clear cost analysis.
- When required, create simple management computer-based tools e.g. shared databases to help improve functioning of the office/programme.

4. Telecommunications management
- Ensure that the most stable, effective and efficient e-mail and Internet system is maintained at the supported office locations, including:
- Advising senior management on the best value for money Internet connectivity options for the number of users in the office, in co-ordination with the regional/head office networking team.
- Managing the business relationship and service agreements/contracts with the Internet service provider(s), including continuous monitoring of performance and value for money, and timely resolution in the event of service interruptions, etc.
- Performing administration of email accounts (including all starters/leavers), setting up and configuring the mail client application for users and troubleshooting technical email problems.
- Support field users with their communication needs. This may include: overseeing installation of telecommunication facilities like provision of telephone systems/mobile telecommunication units like satellite phones, etc.

5. Incident management
- Provide all service desk/helpdesk functions with special emphasis on incident management, including:
- First-line liaison with users in all the supported office locations, recording and tracking incidents and requests for support
- Assessing requests and solving them directly wherever possible, otherwise escalating as appropriate e.g. to Field Office Regional Technician, hardware maintenance company, Internet service provider, etc.
- Managing the entire life cycle of the request from initial receipt to closure, keeping users informed of the status of their requests/issues
- Communicating any service disruptions to users
- Ensure that all technical support requirements are delivered in accordance with set and agreed timescales.

6. Security and backup
- Keep the network and all computer systems safe, secure and virus-free in an 'always on' environment, in line with organisational standards: making sure all equipment (including servers where these exist) is effectively protected and kept current with anti-virus software updates, security patches etc.; responding to all reported virus attacks in a timely and adequate fashion.
- Develop, implement, document and communicate a suitable data backup schedule based on importance of key business data and applications (including servers where these exist) in line with organisational standards; also instruct users in how to perform individual data backups.
- Establish, maintain and document a suitable disaster recovery plan in discussion with senior management, including mitigation and recovery measures to minimise the risks and reduce the time offline in these circumstances, in line with organisational standards.
- Maintain secure access to all IT systems and equipment, in line with organisational standards – both physical security of equipment and managing access controls such as additions, deletions and changes as necessary.

- Report any alleged or suspected misuse of IT systems/equipment, lapses of security and major violations of organisational standards to senior in-country management, and provide support as directed to any resulting investigation, such as obtaining evidence, suspending access privileges, etc.

7. Standards/procedure and user training
- Develop and implement local policies/standards, procedures and initiatives in line with organisational baseline standards for information and IT asset security for overseas offices.
- Provide inductions into general office IT procedure and practice to staff members, including all new starters, in proper use of hardware, software (e.g. Skype), etc.
- Assess user IT training and education needs, conducting basic in-house training to meet requirements where relevant, or otherwise providing management with information on how these needs might best be met e.g. identifying suitable external opportunities for training.

8. Other support responsibilities
- Ensure there is a back-up staff member in the main country office trained to be responsible for basic IT troubleshooting, support and maintenance tasks during any absence of the IT Officer.
- Undertake regular visits to supported field sub-office locations to support and monitor use of IT systems and equipment.
- Ensure there is a staff member trained to be responsible for co-ordinating basic IT troubleshooting, support, maintenance tasks in each supported field sub-office location, who will keep in regular contact with the IT Officer on IT-related issues.
- Provide all necessary IT-related assistance in times of emergency response if required for the programme and its offices.
- Provide a regular activity/progress report to senior management on all aspects of IT operations at the supported office locations, highlighting any issues encountered and special initiatives taken, latest support statistics etc.
- Assist senior management/budget holders in assessing and planning for future IT-related needs (e.g. increases in staffing or office relocations, etc.).
- Act as the key programme contact for IT and actively participate as the representative for the country programme in any relevant regional and global IT initiatives and projects.
- Participate in and as part of the regional network of IT representatives, co-ordinated by the Field Office Regional Technician.
- Comply with all relevant Save the Children policies and procedures, including safeguarding children, code of conduct, etc.

WORKING CONTACTS

Internal: Admin Manager, Operations Director and all staff in Hanoi office and field offices
External: Suppliers of services and products (hardware, software, services, Internet service providers, telecommunications, etc.), regional IT advisor and H.O IT advisor.

PERSON SPECIFICATION

1. PROFESSIONAL EXPERIENCE/KNOWLEDGE

Essential
- Significant working experience in a similar position.
- Proven knowledge of hardware maintenance and ability to solve simple hardware problems; this includes set-up and management of network devices e.g. printers, scanners, etc.
- Solid experience in maintaining, trouble-shooting and administering a Microsoft Windows-based (local area) network (and servers).
- Extensive working experience with anti-virus software for workstations (and servers).
- Advanced knowledge of Microsoft Windows operating systems, including XP and Windows 2003, and Microsoft Office applications (Word, Excel, PowerPoint, etc.).
- Thorough understanding and working knowledge of Microsoft Outlook and email-related products and concepts.

- Good working knowledge with Microsoft Exchange Server
- Good working knowledge of Microsoft Windows Server and domain system configuration.
- Strong knowledge of Active Directory, DC, ISA server, Domain Controller, DHCP server, DNS server, RAS, VPN…

Desirable
- Microsoft, Cisco or related industry-recognised certifications are a distinct advantage.
- Completed Microsoft's training courses in MCSA, MCSE would be an advantage
- A university degree in computer science or diploma in IT or equivalent qualification is desirable.
- Experience of managing contractual relationships with external suppliers.
- Experience of implementing and/or developing IT policies.
- Working knowledge of LAN infrastructures (routers, switches, firewalls, satellite communications, broadband, wireless).
- Knowledge of latest trends, practices, products and techniques in IT systems and service delivery, and ability to introduce these developments into an organisation to improve efficiency.
- Some experience of working in a development organisation/NGO is desirable.

2. LANGUAGE SKILLS

Essential
- Excellent written and spoken Vietnamese is essential.
- Good English, including speaking, writing and reading.

3. PERSONAL CHARACTERISTICS

Essential
- Excellent interpersonal skills to work with Save the Children staff of diverse skill levels and positions, and external suppliers.
- Excellent communication skills - both oral and written - to provide both effective technical support and enthusiastically promote IT ideas clearly in non-technical language to staff at various levels.
- Flexible and organised with good time management skills, able to deal effectively with reactive situations when these arise and reprioritise tasks at short notice, but also meet set deadlines.
- Sound judgement, integrity, tact and discretion, and good diagnostic skills.
- Hands-on mentality and detail-oriented when necessary.
- Innovative and creative in problem-solving, particularly through applying clear practice and procedure wherever possible.
- Team player mentality, but also able to work independently with minimum supervision.
- Pro-active and positive attitude.
- Ability to travel to sub-offices in the country, at short notice when required (including valid driving license if necessary).
- Commitment to Save the Children's mission and values.
- Commitment to abide by Save the Children's organisational policy to safeguard children.
- Good sense of humour.