JOB DESCRIPTION
Information Technology Coordinator

Team: Operations
Status: Full time
Last updated: April 2015

Job Context

Blue Dragon Children's Foundation is a grassroots Australian charity reaching out to children in crisis throughout Vietnam. Blue Dragon kids are street kids, children with disabilities, children from very poor families and victims of human trafficking. Our primary aim is to rescue kids from danger, reunite them with their families when we can, and provide all the services needed for recovery and growth. Blue Dragon operates five programs throughout Vietnam, and has a staff of 68 situated in Hanoi and Hue, including 13 Operations staff.

Information Technology provides IT support for both the hardware and software needs of all Blue Dragon staff. The Coordinator is responsible for the overall use and development of all IT needs in the organisation, including the website, data storage systems, local area networks, IT equipment, security monitoring and the provision of IT training opportunities for Blue Dragon kids. The IT team employs the Coordinator and one IT Assistant.

Key Objectives

- Develop the IT capacity of the organisation
- Ensure high quality IT services and support are available to Blue Dragon staff
- Provide effective IT training for staff and ensure efficient use of IT resources
- Support the Fundraising and Communications team with IT needs including making edicts to the website and other media
- Empower Blue Dragon kids by providing them with IT training and skills

Reporting

The Information Technology Coordinator reports directly to the Operations Manager, and liaises closely with the CEO on operational matters and the Communications Team on the website and other communication outlets.

Duties and Responsibilities

Strategic vision
- Maintain an ongoing development plan for IT within the organisation
- Implement and monitor policy on internet access and IT use
- Keep abreast of and brief Management on developments in IT and IT education

Training
- Lead and advocate for IT training for Blue Dragon kids
- Assist in the development and promotion of IT training for staff
- Maintain the computer lending program for Blue Dragon kids

Network and website
- Provide network administration support including management of user accounts, email, profiles and data storage; firewall configuration and management; regular backing up of data and the secure storage of backup media
- Edit the Blue Dragon website as requested by and in discussion with the Communications Team, in liaison with the Communications Team; locate apps and innovations to enhance website content
- Ensure the integrity of web pages and access security
- Purchase and oversee domain names; liaise with network provider; enhance SEO
- Enhance and maintain the intranet site
- Manage the peer-to-peer local area network for printers and scanners and the NAS (Network-Attached Storage) for data sharing

Hardware and software support
- Provide support to Blue Dragon IT users and solve their computing problems in a timely manner including coordinating external services if required
- Be responsible for monitoring, maintenance and necessary upgrades of all computers, including 40 desktops with a mixture of Windows and Open Source (Ubuntu) operating systems at Dragon House; 10 laptops used by staff in the field; desktop and laptop computers in the Hue office; and 10 IT classroom computers
- Keep records of the status and use of all equipment
- Arrange quotes, purchase and install new and replacement IT equipment
- Ensure that all computer operating systems and software conform to the organisation's standards and are appropriately licensed

Security systems
- Oversee and implement the operations of the Blue Dragon's security systems

Staff and financial management
- Supervise the IT Assistant in the performance of their duties; provide support and advice; identify training opportunities; conduct performance reviews
- Prepare and monitor IT budgets