

## **Job description – Desktop & Application Support Specialist**

**Organisation:** Woolcock Institute of Medical Research in Vietnam

The Woolcock Institute is lung health research organisation, based at Sydney University, Australia (<http://www.woolcock.org.au/>). The Institute has operated in Vietnam since 2009, we undertake large and important operational and epidemiological and clinical research projects in collaboration with the National Tuberculosis Program in 11 Provinces, including Ha Noi and Ho Chi Minh City. The Woolcock also runs training in epidemiological and operational research methods for Vietnamese doctors and public health workers.

Currently the Woolcock directly employs more than 50 full-time staff in Hanoi, Ho Chi Minh City and Ca Mau. We are substantially expanding our organization, as we prepare for the implementation of a major new public health study in 2019. We are recruiting a highly motivated and experienced Desktop & Application Support Specialist to provide all related hardware and software support across Woolcock.

**Location:** Based in Hanoi

**Duration:** 12 months appointment, with consideration for subsequent extension.

**Main roles:** To provide timely technical and end-user support to users of Computers, Printers, Smart Phones, Application software, Systems software and all related desktop support across Woolcock.

**Report to**

Operation Manager, Woolcock Institute of Medical Research, and, through this person to the Dr Thu Anh Nguyen, the Country Director.

### **Duties and Responsibilities**

- Management and resolution of level 1 and 2 service desk incidents, requests, changes and problems in accordance with ITIL practices; follow change control processes; Fully responsible for problem management activities such as issue resolution and root cause analysis; Including escalation and management of issues sent to vendor; and work collaboratively to achieve resolution; liaise with internal and external stakeholders as required.
- Provide Macintosh and Windows PC end-user support and services to Woolcock staff.
- Provide user support on Office 365, SharePoint, Team, Stream, StaffHub, Flow, Planner, Sway, Video, Windows Servers
- Maintains hardware and software inventory.
- Install, upgrade, support and troubleshoot Windows 7,10 and Microsoft Office and any other authorised desktop applications.
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment.

**Vietnam Country Office:**

- ♦ No 203, 2G Building, 298 Kim Ma street  
Van Phuc Diplomatic Compound, Ba Dinh, Hanoi
- ♦ Tel: (84 - 24) 3762 1938
- ♦ Website: <http://www.woolcockvietnam.org/>

- Install, upgrade, support and troubleshoot for Data Collection tools and Data management systems.
- Develop manual and training for Woolcock staff on IT issues.
- Assigns and maintains user access to network drives (file and folders).
- Accurately record, update and document requests using the IT service desk system.
- Manage server Infrastructure, Operating system & Anti-Virus updates and rolling out new applications.
- Troubleshooting network connectivity in a LAN/WAN environment.
- Backup Storage System.
- Communicate clearly and effectively in both verbal and written communication with stakeholders and maintain a high degree of customer service for all support queries whilst adhering to all service management principles.
- Maintain records for asset management, account management and auditing purposes to ensure compliance with standards and organisation policy.

**Key attributes:**

- Appropriate tertiary qualifications and/or Desktop support experience in a complex environment.
- Proven ability to perform well under pressure, manage conflicting priorities and meet deadlines.
- In depth knowledge of Microsoft operating systems (7 - 10), MAC OS, Active Directory, Exchange\Outlook, Office 365, TCP/IP, Symantec Anti-virus, Wireless networks.
- Experience working with small or medium storages systems (network attached storage).
- Up to date working knowledge of a wide range of computer technologies including desktop hardware and peripherals.

**Qualifications**

- College diploma or university degree in the field of computer science and/or 2 years equivalent work experience.
- Industry certifications MCSE, ITIL
- Good English language skills

**Application Procedure**

For interested applicants, please send a cover letter together with a CV (with the name and contact details of at least two senior referees) in English (both CV and cover letter), no later than **20 March 2019** by submitting the application form in the link as follows:

<https://airtable.com/shrEHhrmyayGTWOjs>

We regret that only short-listed candidates will be contacted for interviews.

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