



WWF *for a living planet*[®]

JOB DESCRIPTION

Position title: IT Officer
Reports to: IT Coordinator
Location: Hanoi, Vietnam
Date: December 2020

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 https://vietnam.panda.org/en/get_involved/jobs/

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

II. Major Functions:

The IT Officer support establishing standards and strategic direction for the IT system of the organization in line with the WWF network. He/she also ensures the smooth and efficient function of the IT system of WWF – Viet Nam and provides technical helps on electricity-related issues when required.

III. Major Duties and Responsibilities:

- Work as the first point of contact and day-to-day technical support to all users, including access service.
- Provide support to IT coordinator in providing inputs to the develops, monitors, reviews, and updates IT activity work plan to ensure that the organization attains its objectives as cost-effectively and efficiently as possible
- Provide orientation and reorientation, training to all staff to help them understand the IT systems, policies and procedures of the organization, and to ensure the most effective use of computer systems
- Provide inputs to the identification of training needs on IT for all staff and delivers training when required
- Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications
- Participate in deployment of new or upgrade information technology and infrastructure projects
- Carries out any IT support to all field offices when required
- Regularly monitors and reports about the IT network/system/services and communications system
- Provides an organization-wide source of expertise on information technology to managers and staff to help them resolve any hardware and software problems
- Ensure all network security systems is under good supervision including and not limited to office camera security system and all computer client.
- Ensure all technical resources are available for meetings that include video conferencing.
- Maintain an awareness of staff comments and any complaints to identify any areas that may need improvement. Make recommendations and changes as appropriate

This JD 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.

IV. Profile

Required Qualifications and Experience

- Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent qualification background.
- At least 3 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 NT local area network.
- Work experience in a big international development organization is an advantage.

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.
- Ability to write up policies and guidelines
- Good planning, organization, time management, facilitation, and coordination skills
- Be able to work under pressure, towards tight deadline, and overtime if required
- Working on own initiative with minimum supervision and staying on task
- Having CCNA and Microsoft Certificate is an advantage.
- Identifies and aligns with the core values of the WWF organization: Courage, Collaboration, Respect & Integrity;
- Adheres to WWF's brand values: Knowledgeable, Optimistic, Determined and Engaging;
- Demonstrates WWF behaviors in ways of working: strive for impact, listen deeply, collaborate openly and innovate fearlessly

V. Working Relationships

Internal

- WWF-Greater Mekong: Works closely with the IT Coordinator, WWF-Greater Mekong Interacts on a regular basis with all staff of the Country
- WWF Network: N/A

External

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

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Prepared by Supervisor: _____ Date: _____

Accepted by Staff member: _____ Date: _____