

**Job Description**

**VACANCY INFORMATION**

Job Title	WV Micro Finance (MF) IT Assistant	Line Manager Title	MF IT Officer
		Department/Office	Micro Finance Program
Grade level	11	Work location	Hanoi

**WORK CONTEXT**

Micro Finance Program – World Vision Vietnam (MFU) is an independently managed program that promotes transformational development through the provision of micro financial services. MFU was established since 2006.

Micro Finance program’s mission is to foster improvement in the quality of life among the clients in Vietnam by assisting the economically active poor and graduating the moderate and poorest of the poor into entrepreneurial skills. This will be accomplished through a sustainable Micro Finance program that provides access to loans, insurance and savings within program areas. All aspects of the services that MF program delivers are built to lead the development of appropriate models, capacities and systems for Micro enterprise development in Vietnam, resulting in sustainable economic development as part of WVI transformational development ministry throughout Area Program (AP) communities.

MF Program is structured in two management levels: central office in Hanoi and branch office at provincial and/ or regional level. All direct transactions with clients including clients screening, loan processing and loan collection are carried out at communities’ level through a network of local staff.

At present, MF Program is operation in 11 districts mainly in the north and central of Vietnam.

**JOB PURPOSE**

- Respond to requests for IT support, logging problems, generating trouble tickets, attempting to diagnose and resolve problems, and if necessary, escalating the problem to the appropriate level of expertise.
- Responsible for documenting solutions to problems and developing end-user guidelines. On an ongoing basis, they work to improve customer support processes and practices.
- To support MF Program to identify, assess, and implement digital solutions that improve client satisfaction and/or organizational effectiveness, efficiency, or productivity.
- To ensure the effective functioning of the IT system that facilitates MF Program operation.
- To ensure that IT policies, procedures, and standards are compliant to global standards and are followed.

**MAJOR RESPONSIBILITIES**

% of time	Activity	End Results
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60%	<p><b>SERVICE DESK AND SYSTEM SUPPORT</b></p> <ul style="list-style-type: none"> <li>- First point of contact and day-to-day technical support to end users.</li> <li>- Responds to Level I support requests via multiple sources.</li> <li>- Provides user access service.</li> <li>- Diagnoses client problems relying mainly on checklists and training.</li> <li>- Escalates problems when necessary.</li> <li>- Documents problem status and resolution.</li> <li>- Assists in the deployment of new or upgraded software and hardware for multiple clients.</li> <li>- Configures and installs desktop PCs, peripheral equipment, laptops and other mobile devices.</li> <li>- Follows established procedures for performing configuration changes, updates and upgrades.</li> <li>- Performs minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.</li> <li>- Provides on-going support of client technology.</li> <li>- Provides technical support to meetings that include video conferencing.</li> <li>- Monitors and communicates system status to internal management.</li> <li>- Diagnoses and resolves client workstation and mobile device hardware and software issues.</li> <li>- Assists vendor technical expert to resolve client problems.</li> </ul>	<ul style="list-style-type: none"> <li>- Resolution of end user Level 1 support issues. Escalation to Level 2 support or supervisor, if required.</li> <li>- End users have required technology.</li> <li>- Technology conforms to IT standards.</li> <li>- End users receive required technical support for hardware and software issues</li> <li>- Customer satisfaction achieved for video conferencing services.</li> <li>- End users receive required technical support for workstation and mobile device issues.</li> </ul>
20%	<p><b>SECURITY &amp; INVENTORY MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>- Maintains passwords and users credentials to assure systems security and data integrity.</li> <li>- Adheres to the integrity of controls, regulations and guidelines.</li> <li>- Maintains IT inventory management for all IT equipment and/or software in accordance with company policy and procedures</li> </ul>	<ul style="list-style-type: none"> <li>- Passwords and user credentials are secure.</li> <li>- Maintenance of complete and accurate IT asset inventory.</li> </ul>
20%	<p><b>COMMUNICATIONS AND OTHERS</b></p> <ul style="list-style-type: none"> <li>- Alerts team members about recurring problems.</li> <li>- Communicates updates on issues in a timely manner to ensure client satisfaction and productivity.</li> <li>- May train co-workers on new or existing functionality or services.</li> </ul>	<ul style="list-style-type: none"> <li>- High level of customer satisfaction and productivity.</li> <li>- Staff up-to-date on functionality and services being supported.</li> <li>- Complete and accurate documentation for use within the IT organization.</li> </ul>

	<ul style="list-style-type: none"> <li>- Documents problem status and resolution in tracking log.</li> <li>- Documents solutions to common problems and responses to frequently asked questions.</li> <li>- Creates and submits documented resolution to Knowledge Base.</li> <li>- Perform other duties as assigned by the manager to contribute to the team performance</li> </ul>	
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## KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	- Demonstrated working knowledge of basic hardware and software products and problem solving / diagnostic skills.				
Bachelor Degree in Finance or Accounting	- Associate's Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.				
Preferred Knowledge and Qualifications	<p>Typically has 1 to 3 years of IT work experience in computer systems or support. Willingness and ability to travel, as necessary. Effective in written and verbal communication in English.</p> <ul style="list-style-type: none"> <li>- Good communication and interpersonal skill with ability to communicate complex technical details in clear and concise manner;</li> <li>- Be committed to work with the poor and have customer service-oriented mindset;</li> <li>- Good spoken and written English skills;</li> <li>- Good computer skills in Word, Excel, PowerPoint and email.</li> <li>- Willingness to support articulate and demonstrate World Vision's core values in meaningful ways to children and communities.</li> </ul>				
Travel and/or Work Environment Requirement	<ul style="list-style-type: none"> <li>- Work in a team environment with great diversity</li> <li>- Regular field visits are expected</li> </ul>	Physical Requirements	<ul style="list-style-type: none"> <li>- Satisfactory pre-employment medical report verified by medical doctors</li> </ul>	Language Requirements	Vietnamese: Fluent English: Fluent

## KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
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MF IT officer	Overall guidance and approval	Daily
National office team members	Experience sharing/ learning/ peer support	Periodically/ when required
Branch Managers/ branch staff	Managing, Monitoring and technical support	Daily
IT Vendors	Cooperating, training	Periodically/ when required

## DECISION MAKING

As per the level of authorities of WV Vietnam and within MFU's Policies and Guidelines

**CORE COMPETENCIES** – For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

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|------------------------------------------------|---------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> Be Safe and Resilient | <input checked="" type="checkbox"/> Build Relationships | <input type="checkbox"/> Learn and Develop               | <input checked="" type="checkbox"/> Partner and Collaborate |
| <input type="checkbox"/> Deliver Results       | <input type="checkbox"/> Be Accountable                 | <input checked="" type="checkbox"/> Improve and Innovate | <input type="checkbox"/> Embrace Change                     |

For Management positions only, select the top 2 prioritized competencies from below.

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|------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> Model Self-Management | <input type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input type="checkbox"/> Develop the Organisation for the Future |
|------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|