

JOB DESCRIPTION

Position Title	Information Technology Officer (ITO) (Basic salary range from USD 527 to 725 plus benefits)
Programme/Unit	Operations
Reporting to	Communication and Management Support Manager
Type of Contract	Full-time employment under one year fixed term contract (renewable)
Duty Station	Phnom Penh Office, Cambodia
Starting Date	As soon as possible

1. Overall Goals

Ensure the Information Technology functions including all aspects of networking and communications (internal and external) are streamlined and run smoothly, effectively and efficiently.

2. Objectives

- a) In consultation with Communications Team and Senior Management Team, update TI Cambodia website on a regular basis;
- b) Manage and ensure availability and quality of TI Cambodia systems including phone, internet connections (wireless and cable), printers, servers, computers, etc;
- c) Establish internal/external email network systems for effective communication and privacy; d) Ensure effective computer maintenance and provide technical advices on computer purchases and other basic repairs;
- e) Provide computer service support to all TI Cambodia staff and/or visiting guests including technical training on IT and computer related knowledge as requested.

3. Overall Responsibilities

☆ *Website, Media and Publications*

- Develop, maintain and update TI Cambodia website;
- Develop control and management panel of the website so that the assigned staff can upload and or revise the content;
- Work with the Communications Team to design publication materials

including newsletters, brochures (printed and electronic), reports and manuals, etc;

- Design, create and manage staff ID card for all TI Cambodia staff;

☆ ***Network/System Management and Security***

- Provide support and upgrade the organization's Local Area Network (LAN), Wide Area Network (WAN), and internet/intranet systems;
- Set up proper internal server and system with security and privacy protection;
- Provide day-to-day technical support for TI Cambodia's staff;
- Maintain network hardware and software, analyze problems, and monitor the network to ensure its availability to systems users;
- Implement network security measures and make recommendations for enhancements of servers and network proficiency and capacity;
- Perform proactive maintenance and reconfiguration of IT systems, including software upgrade on a regular basis;
- Ensure that the design of TI Cambodia allows all of the components, including computers, the network, and software and other mobile applications;
- Implement, maintain and monitor Email System and ensure it works properly and alert and security risk;
- Conduct defragmenter, Virus Scanning, Backup, etc on a regular basis;
- Create and maintain email addresses of all TI Cambodia users;
- Conduct training for staff in use of hardware, software and internet as necessary;
- Recommend and assist to purchase computers and other spare parts as needed;
- Maintain helpdesk system and make sure all users have required knowledge and privileges to access and report problems;
- Provide orientation to all employees related to internal information technology using
such as accessing and using the Shared Drive/Server, protecting computers from viruses and security and using of USB and external drives;

☆ ***Database Management***

- Develop feature for Staff Leaves' Request and Approval System;
- Develop Web application on booking system;

4. Knowledge Experience and Skills

- Bachelor degree in Information Technology / Computer Science and Engineering or relevant field;
- At least 3 years working experience in related field;
- Knowledge in software development (client/server and web application);
- Knowledge in PHP, HTML, XML, CSS, Joomla, Wordpress, JavaScript and

OOP Concept;

- Knowledge with Microsoft Access Database, MySQL, Database Analysis and Designer;
- Knowledge in graphic design with Adobe Photoshop, Adobe Illustrator, Adobe InDesign and other;
- General IT knowledge in Computer troubleshooting, LAN/WAN, Wireless network configuration;
- Knowledge with Microsoft Exchange Mail server; (Office 365 is a plus)
- Knowledge in Windows server 2008/2012, Linux, Domain controller, File server, Server RAID 0/1/5, Data RAID Mirror, Backup and Disaster recovery plan;
- Knowledge in Client Operating System such as Windows 7/8/10, Mac OS
- Strong critical thinking and problems solving skills;
- Good interpersonal skills, including the ability to build and maintain relationships with people from diverse backgrounds;
- Ability to do multiple work assignments and establish priorities;
- Sound knowledge and commitment to the promotion of integrity, good governance and anti-corruption;
- Good communication skills in English both in writing and speaking.