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 **IT ASSISTANT**

**Salary from $419 per month + Benefits**

CARE is an international humanitarian organization, with a vision of empowering women and girls to fight poverty and bring lasting change to their communities. We work in over 80 countries around the world. We work with partners to achieve lasting results for marginalized communities.

CARE in Vietnam works innovatively with national partners focusing on remote ethnic minority women and socially marginalized people. We are looking for **Information Technology (IT) Assistant** to join our team **based in Ha Noi** with travel to project sites as required

The IT Assistant will assist with CARE Vietnam Information Communication Technology (ICT) Equipment maintenance and helpdesk support to CARE Vietnam computer users, this includes installing equipment, preventive maintenance and troubleshooting.

**Main duties:**

Provide support to CARE Vietnam staff:

* Prompt response to ICT problems reported by employees.
* Troubleshooting of hardware and software problems.
* Diagnose and facilitate the repair of ICT equipments.
* Document ICT support sessions into Helpdesk Ticket system.

Perform ICT equipment installation:

* Physical installation/de-installation of hardware devices such as computers, laptops and peripherals.
* Setup computers according to CARE Vietnam’s Computer Setup Checklist.
* Perform computers software installation/configuration.

Perform ICT equipment maintenance:

* Perform periodically maintenance to ICT equipments.
* Perform periodically maintenance to computer software.

And any other duties as reasonable requested by supervisors and in line with  organizational/program priorities.

**Required qualifications:**

1. Bachelor Degree or Certificate in Computer Science or a related field.
2. Minimum of 1 year working experience in the helpdesk support of an IT system in a networked office environment.
3. Good knowledge of Microsoft Office package and be familiar with Microsoft Windows 7 environment.
4. Practical problem solving and solid trouble shooting skills.
5. Good documentation skills.
6. Self-motivated and able to complete work in timely manner and to work well in team.
7. Strong customer-service approach and good at organizational and communication skills
8. Good at English, especially in listening and technical reading.

To apply for this rewarding opportunity please email your cover letter and CV in English to **hr@care.org.vn** **before 31 March 2014**, quoting “IT Assistant” as the subject of the email. Only successful candidates will be contacted for interview.

CARE is an equal opportunity employer committed to a diverse workforce. Women, ethnic minorities and people with disabilities are strongly encouraged to apply

CARE is committed to protecting the rights of children. CARE reserves the right to conduct screening procedures to ensure a child safe environment