

JOB TITLE: IT Support Assistant	
TEAM/PROGRAMME:	LOCATION: Hanoi
GRADE: C	POST TYPE: National
CHILD SAFEGUARDING:	
Level 3 - the responsibilities of the post may require the post holder to have regular contact with or access to children or young people	
ROLE PURPOSE:	
<p>The post holder is responsible for establishing, developing and maintaining effective and secure IT and telecommunications applications, equipment, systems and networks as required by Vietnam country programme, especially providing technical and user support, troubleshooting, for Hanoi office and field sub-office locations.</p> <p>The post-holder will ensure that the programme's IT systems are optimised in support of overall organisational goals, represent best value for money and aligned with global standards and best practice</p> <p>The post holder will be in charged with monitoring of sponsorship database (ASISSt) and do the data entry.</p>	
SCOPE OF ROLE:	
Reports to: ICT Coordinator	
KEY AREAS OF ACCOUNTABILITY:	
Core Responsibilities & Duties	
<u>SPONSORSHIP DATA MANAGEMENT SUPPORT</u>	
<ul style="list-style-type: none"> • Use ASISSt to input all data related to child, family, impact area, community, sub projects, and correspondence and to extract sponsorship correspondences, AFU forms and to report on key sponsorship activities. • Cooperate with Communication Assistant to make sure all routine correspondences are on time. 	
Back up Plan	
<ul style="list-style-type: none"> • Backed up for ICT Coordinator in processing Downstream and Upstream, data entry and export reports 	
<u>IT SUPPORT</u>	
1. Hardware support	
<ul style="list-style-type: none"> • Responsible to manage IT assets/equipment for CO • Carry out installation, configuration, routine preventive maintenance/checks and any necessary repair of, and support and troubleshoot problems with, all IT hardware equipment and computer accessories/peripherals. • Purchasing/procurement: Recommend purchase of new and replacement/upgraded Hardware that will improve staff effectiveness or office infrastructure with clear cost analysis; search for the best sources of availability of equipment required; assist senior management/logistics colleagues in assessing and/or appraising all IT-related purchases. • Set up office equipment, e.g. projectors, printers, photocopiers, fax machines, digital cameras, etc. for everyday office use and as necessary for meetings, etc. 	
2. Software support and development	

- Software development: be able to use the programming language (C#, ASP.NET, VB.NET etc.) to develop simple IT system to support CO in operations, and program implementation.
- Carry out installation and configuration of, and support and troubleshoot problems with, all software applications in use.
- Support to ensure that the country programme is fully legally compliant for all its software licenses, maintaining accurate records and scheduling any appropriate renewals and additions.
- Support purchasing/procurement: Proactively understand staff software needs and recommend purchase of software that will improve staff effectiveness or infrastructure with clear cost analysis.

3. Incident management

- Support to provide all service desk/helpdesk functions with special emphasis on incident management, including:
- Assessing requests and solving them directly wherever possible, otherwise escalating as appropriate e.g. to hardware maintenance company, Internet service provider, etc.
- Managing the assigned entire life cycle of the request from initial receipt to closure, keeping users informed of the status of their requests/issues
- Communicating any service disruptions to users

4. Security and backup

- Support to ensure that the network and all computer systems safe, secure and virus-free in an 'always on' environment, in line with organisational standards: making sure all equipment (including servers where these exist) is effectively protected and kept current with anti-virus software updates, security patches etc.; responding to all reported virus attacks in a timely and adequate fashion.
- Support to maintain secure access to all IT systems and equipment, in line with organisational standards –both physical security of equipment and managing access controls such as additions, deletions and changes as necessary.

5. Standards/procedure and user training

- Support to develop and implement local policies/standards, procedures and initiatives in line with organisational baseline standards for information and IT asset security for overseas offices.
- Be able to provide inductions into general office IT procedure and practice to staff members, including all new starters, in proper use of hardware, software (e.g. Skype), etc.
- If requested assess user IT training and education needs, conducting basic in-house training to meet requirements where relevant, or otherwise providing management with information on how these needs might best be met e.g. identifying suitable external opportunities for training.

6. Other support responsibilities

- Provide all necessary IT-related assistance in times of emergency response if required for the programme and its offices.

- Comply with all relevant Save the Children policies and procedures, including safeguarding children, code of conduct, etc.

SKILLS AND BEHAVIOURS

- Under 28 years old.
- Good knowledge of programming language: ASP.NET MVC, C#, MS SQL Server.
- Significant working experience in a similar position.
- Proven knowledge of hardware maintenance and ability to solve hardware problems; this includes set-up and management of network devices e.g. printers, scanners, etc.
- Solid experience in maintaining, trouble-shooting and administering a Microsoft Windows-based (local area) network (and servers).
- Extensive working experience with anti-virus software for workstations (and servers).
- Good knowledge of Microsoft Windows operating systems, including XP and Windows 2003, and Microsoft Office applications (Word, Excel, PowerPoint, etc.).
- Thorough understanding and working knowledge of Microsoft Outlook and email-related products and concepts.
- Good knowledge of Active Directory, DC, ISA server, Domain Controller, DHCP server, DNS server, RAS, VPN...
- Team work
- Time management skill
- Proactive and open minded
- Ability to work under pressure
- Good English, including speaking, writing and reading is an advantage

QUALIFICATIONS AND EXPERIENCE

Bachelor's Degree of IT. Candidate graduated from Hanoi University of Science and Technology, Vietnam National University, FPT University is preferred.
 Minimum 1 years of IT and related field experience.

Equal Opportunities

The post holder is required to carry out the duties in accordance with the Save the Children International (SCI) Equal Opportunities and Diversity policies and procedures.

Health and Safety

The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

Additional job responsibilities

The job duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties within reasonableness of their level of skills and experience

Date of Issue: 7-Oct-2015

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