actionaid

JOB DESCRIPTION

Job title: IT Officer

Department: Finance & Admin

Reports to: Head of Finance and Administration

Staff directly supervised: none

Effective date: 1st January 2012

Location: Hanoi office with travels to the fields

Type of contract: Fixed term/Regular

JD consulted with: Head of Finance and Administration

1. WORKING CONTEXT
Founded in the United Kingdom in 1972, ActionAid (AAI) is a unique international organisation, working with over 25 million people in more than 40 countries for a world free from poverty and injustice.   ActionAid's head office is in Johannesburg. ActionAid is the only large international development organisation with head office based in Africa, with offices in Asia and the Americas connecting ActionAid's work in Europe.   ActionAid started working in Vietnam since 1989, established its Representative Office in Hanoi in 1992. Since then, it has been focusing the work to end poverty and promote sustainable development in mountainous, remote and difficult regions as well as poor urban areas across Vietnam. ActionAid works in partnership with local partners in different provinces and applies Human Rights Based Approach to all of its works.

2. JOB PURPOSE SUMMARY
Ensures the IT system in AAV functioning smoothly and effectively in full compliance with AAV's as well as AAI's standards; Arranges and maintains good IT equipment in AAV

3. AUTHORITY
▪ Actively works within assigned tasks   ▪ Requires users to follow all the IT policies/guidelines

4. KEY WORKING RELATIONSHIPS

Internal	External
All staff of AAV, Regional IT Coordinator, AAI's IT team	AAV's Partners, INGOs, IT Suppliers, IT Network

5. MAIN AREAS OF RESPONSIBILITY

Key responsibilities / accountabilities	Key performance indicators
1. Develops and implements IT strategy and policy	▪ Positive comments and inputs are provided to develop AAI's IT strategy ▪ IT strategy and policy are properly implemented in the country ▪ IT guidelines and policies are developed, implemented and reviewed as required

		▪ IT policy implementation is guided and regularly follow up ▪ The confidentiality of information and information back up is ensured ▪ Mailing list handling is monitored properly, deactivation and activation of IT accounts are done in time.
2.	Is responsible for IT plan and budget	▪ Annual IT budget and forecast are prepared in line with budget allocation
3.	Develops IT system	▪ IT system is updated and developed in accordance with new technologies and AAI' strategy ▪ IT projects required by AAI are completed properly ▪ Softwares used within AAV are developed according to organisations' requirements
4.	Maintains IT system	▪ IT system is stable and well supports AAV's operation and activities ▪ Server and data is protected and backed up ▪ Problems are quickly solved. Log book on user complaints and solutions provided is kept ▪ Related log books are updated ▪ AAV Softwares are maintained properly to ensure the good condition of use ▪ International IT team receives supports in all areas of global IT systems to ensure that system are accessible and running smoothly
5.	Supports users in AAV and partners offices	▪ AAV's IT policies and guidelines such as Ms.Outlook, Webmail, Hive, Mimecast, Footprints are inducted and followed by all staff ▪ Technical supports in IT-related matters are made in time ▪ Problems are sorted out ▪ IT system for partners is set up properly ▪ Non IT staff are provided with adequate and appropriate training based on the needs identified ▪ Relevant authorized users are provided with reports on databases/usage monitoring if required
6.	Technically supports on website, intranet, email	▪ Website, intranet, email work well and properly to support for communication objectives of AAV and AAI ▪ As HIVE administrator. Sites are created, updated and maintained. HIVE users are kept informed of its importance ▪ User account is properly created/deactivated in AA system ▪ Mail client for users are set up and configured ▪ Technical support in developing website is provided
7.	Purchases and maintains IT equipment	▪ IT Equipments for AAV and partners (if any) are purchased properly and in line with AAV's finance management policy ▪ IT Equipments are updated frequently in IT logbook/list of inventory and counted twice per year ▪ IT Equipments are maintained in good condition for using purpose of AAV's staff
8.	Participates in IT network	▪ Information on IT development in Vietnam is updated ▪ Best practices are updated and utilised
9.	Safety & Security	▪ Follow the Safety and Security Plan, Procedures and guideline by AAI

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	and AAV
10. Other	▪ Other tasks as assigned by line manager are well performed

6. QUALIFICATIONS REQUIRED

Education (Degrees/certificates required)	**Work experience**
University degree in IT, computing science or relevant field	▪ At least 3 years experience in working as network administrator/IT Officer ▪ NGO working experience is preferable

Technical knowledge/skills

- Window servers, Windows clients and Exchange
- Networking technology, Cisco products knowledge
- Network administration skills
- Hardware and MS applications, SUN (preferred)

Language

Advanced level of English and Vietnamese

Attitude	**Adherence to:**
▪ Independent and decisive ▪ Integrity and supportive ▪ Open for learning and solutions ▪ Team work ▪ Result oriented and Accountable	▪ Right-based approach ▪ Poverty and injustice eradication ▪ Gender equality

Approved & Signed   Agreed & Signed

Line Manager   Employee
Date   Date

Verified & Signed   Approved & Signed

HROD Manager   Country Director
Date   Date