



The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. Please visit www.icrc.org for more information.

Vacancy Notice

The ICRC Regional Delegation in Bangkok seeks to fill the following position:

ICT Engineer, based in Bangkok

We are seeking a motivated team player with a positive, can-do attitude to join our dynamic team.

The ICT Engineer is a senior technical expert who manages and organizes all ICT systems and services in her/his assigned location. S/he designs and installs ICT information systems

FUNCTIONAL RESPONSIBILITIES:

- Independently carries out large computer and telecommunications infrastructure projects according to ICRC standards.
- Provides technical support and training on ICT-related matters in the countries of assignment.
- Monitors ICT installations and, in consultation with the ICT Coordinator, takes appropriate measures to guarantee that they function properly, and that global/country-level policies and procedures are followed.
- Independently installs, maintains, uses, and adapts existing large-scale infrastructure and material.
- Tests ICT equipment, hardware and software networks and other devices in order to ensure optimal performance and standard configuration.
- Develops and maintains a pleasant and conducive working environment with colleagues and line managers.
- Participates in recruiting and training ICT staff.

Scope and Impact:

- Second- and third-level user support.
- Geographical remit: Thailand, Cambodia, Malaysia, and some other countries (upon assignment)

ACCOUNTABILITIES AND RESPONSIBILITIES

- Ensure ICT Inventory is updated regularly & maintains adequate stock for smooth running of ICT operations. Maintains ICT stock and inventory, carries out regular physical checks.
- Ensures existing ICT infrastructure is functional.
- Anticipates and proactively finds problems and resolves them.
- Briefs, advises, and trains end users on the ICRC's ICT systems.
- Briefs, advises, and trains second level teams ICRC ICT systems.
- Drafts and updates technical documentations of all ICT equipment.
- Regular Liaison with Logistics for centralized repair requests, new requests order and follow up.

ADDITIONAL DUTIES

Reporting

- Ensure there is up to date technical documentation on the ICT installation and procedures specific for the covered sites.
- Writes reports on his missions and shares them with all the stake holders.

GENERAL DUTIES

- Understands and adheres to the seven Fundamental Principles of the International Red Cross and Red Crescent Movement
- Understands and adheres to the ICRC Code of Conduct
- Understands the roles of the components of the International Red Cross and Red Crescent Movement
- Respects and observes staff regulations and security rules at all times
- Develops and maintains a conducive working environment with colleagues and line managers
- May be asked to perform tasks not covered in this job description and to provide support to other departments as necessary

YOUR PROFILE:

MINIMUM REQUIRED KNOWLEDGE & EXPERIENCE

- University degree in computer engineer, computer sciences, information technology, or a similar degree or experience that may substitute for a degree
- Minimum 3-5 years of experience in ICT systems and infrastructures in production environment
- Minimum 3-5 years of experience in ICT helpdesk, network administrator, or support in an area of the ICT services
- Experience in IT projects development - deployment
- Very good communication and listening skills, understanding - fulfilling the users support services
- Service minded and able to work in team
- Has knowledge in IT technology, infrastructure, and Network
- Excellent spoken and written English
- Excellent logical, systematic thinking in problems solving
- Able to work under time constrain and difficult circumstances
- Outstanding organization and attention to details
- ITIL, Agile certification, CompTIA, Network certification is a plus
- Service Operation and DevOps experience is an asset
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WE OFFER:

- Dynamic and challenging work in the humanitarian sector and international environment
- Competitive salary with benefits, good working conditions and in-house training/development
- Open-ended resident contract (subject to organizational requirements)

Preferred starting date: **ASAP**

Submission deadline for applications: **21 March 2025**

The ICRC values diversity and is committed to creating an inclusive working environment. We welcome applications from all qualified candidates, regardless of background, race, religion, gender, age, disability, or status.

Qualified applicants are requested to submit their comprehensive **CV** and **letter of motivation** in English, as well as **salary expectations**, following this format for the subject line: *POSITION – First Name Surname* by email only to: ban_recruitment_services@icrc.org

Kindly note that only short-listed candidates will be invited for the interview and the ICRC will not keep the files of applicants who were not shortlisted