THE INTERNATIONAL COMMITTEE OF THE RED CROSS (ICRC)

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 situation of violence and to provide them with assistance. Please visit www.icrc.org for more information. The ICRC regional delegation in Bangkok provides assistance to victims of violence and works with authorities in order to improve the conditions in detention facilities. It also endeavours to promote and to strengthen humanitarian law and universal humanitarian principles.

We are looking for an

ICT Assistant (Junior), based in Bangkok

ICT Support based in Bangkok sets up and monitors small computer and communication infrastructures under supervision from a qualified superior in the site. He/she reports directly (red line) and functionally (blue line) to the ICT Manager of Bangkok delegation.

Main duties and responsibilities

- Installs, maintains, repairs and monitors ICT equipment in line with ICRC standards.
- Briefs end-users on standard computer systems (hardware and/or software), provides technical advice and assistance with IT equipment and its use and provides remote support when needed.
- Manages inventory by monitoring database(s) and carrying out regular physical checks; manages stocks.
- Allocates equipment in an efficient manner, taking into account users’ needs and ICRC policies.
- Keeps track of equipment allocations, dispatches equipment and follows up on shipments to and from other ICRC sites.
- Places orders for parts, equipment and tools, locally or in Geneva, according to standing procedures and in collaboration with the administration and logistics.
- Deals with service providers (e.g. Internet, IT services, copy-machines, etc.) regarding fees, level of service, and other related issues, in collaboration with the administration.
- Keeps technical documentation up to date for all IT installations.
- Registers, assigns, and/or distributes tickets on ICT incidents and requests for all sites covered by BAN Regional delegation using standard Service Desk ticketing tools.
- Acts as level 1 for the user support in BAN Regional delegation.

Desired profile and skills

- Secondary school or technical college.
- Good command (spoken and written) of English.
- Good knowledge on ICT.
- Minimum 2 years’ troubleshooting experience in one of these areas: workplace services, telecommunications, IT help desk.
- New graduates with an ICT degree will be taken into consideration.

Interested applicants are requested to submit their comprehensive CV, letter of motivation in English as well as diploma transcript(s) and salary expectations, by email only to: ban_recruitment_services@icrc.org (specify position name at your email title)

The closing date for the post will be: 7 November 2018

Kindly note that only short-listed candidates will be notified for the interview.