Vacancy Notice

ICT Specialist

Job purpose
As the ICT Specialist working for the ICRC regional delegation in Thailand, you will manage and organize all ICT systems and services in the location where you are posted. You will assist the ICT Manager in designing and installing ICT infrastructure.

Main responsibilities
- Ensures ICT inventory is updated regularly and maintains adequate stocks level
- Ensures existing ICT infrastructure is functional
- Ensures that global/country-level policies and procedures are implemented and followed
- Briefs, advises and trains end-users on the ICRC’s ICT systems
- Maintains ICT stock and inventory, carries out regular physical checks
- Drafts and updates technical documentation for all IT equipment
- Carries out the duties of ICT Specialist 1 when s/he is absent
- May be called upon to manage and train ICT teams

Service Desk – Incident / Request / Support
- Acts as a first-second level user support for BAN Regional Delegation sites and users
- Registers incoming calls or requests in Global Support Management Tool (VSM Tool)
- Supports remote users by relevant tools
- Respects and follows ICRC ICT Service Level Agreement on providing supports and services
- Escalates incidents to second-third level or GVA Service Desk
- Reports to the ICT Manager and on his/her absence to ICT Coordinator - Regional Asia

ICT Infrastructure Support
- Responds to Orange Business Solution (OBS) alert and providing support upon request
- Coordinates with OBS local support on CONNNECT Project hardware installation and maintenance
- Opens tickets in MSS portal for OBS related incidents
- Proposes planning and design of ICT infrastructure installation to ICT Manager
- Installation and maintenance of computers, standard ICRC software, printers, networks devices, telecommunication tools, ICT accessories etc.
- Documents ICT installations (technical descriptions of all IT installations)
- Ensures respect of ICRC FINE rules and ICT standards

Inventory
- Updates ICT inventory database regularly and makes sure it reflects a correct information
- Manages ICT material attribution depending on user needs and GVA guidelines
- Manages ICT consumption supplies for BAN Regional Delegation sites
- Prepares and processes ICT disposal material respecting with Administrative Disposal procedures

ICT Visit, Project Implementation, and Training
- Proposes ICT visit planning to ICT manager
- Coordinates, the approved ICT visit planning, with site responsible persons
- Provides information-instruction of ICRC application, ICRC workstation, and ICRC telecom equipment to users
- Advises users on ICT related matters
- Translates IT documents from English to Thai and vice versa
- Implements and follows ICT Head Quarter or ICT Manager instructions on Project Implementation
- Provides ICT training courses to users and power users according to BAN ICT planning
- Submits report after ICT Visit, Project Implementation, and Training to ICT Manager

**Logistics**
- Submits request of purchases of IT accessories, small material and tools, if expertise is required, respecting Logistics and Administrative procedures.
- Contacts outsourced suppliers and partners for maintenance of IT equipment.
- Organizes dispatch and follow-up deliveries

**Administrative**
- Prepares ICT related bills and monthly bills for ICT Manager to verify, according to ICRC financial procedure
- Keeps ICRC SMS alert system up to date on monthly basis or upon request

**General Duties**
- Is aware of the ICRC's objectives and activities
- Understands the three components of the Red Cross/Red Crescent Movement
- Applies security rules at all times
- Respects and observes the staff regulations of the ICRC Bangkok Regional Delegation
- Ensure ICRC financial and administrative procedures are respected.
- Ensure a proper filing system
- The employee may be asked to perform duties and tasks not covered in this job description as well as to provide support to other departments if necessary

**Your profile**
- Bachelor's degree or equivalent in IT, electronics, computer science or similar field
- Good command (spoken and written) of English
- Very good ICT knowledge
- 3-4 years' troubleshooting experience in an area of the ICT service catalogue (e.g. workplace services, telecommunications, IT, helpdesk, etc.)
- 1 year of people-management experience is a strong asset

**We offer a rewarding and enriching work in a humanitarian and international environment, and also:**
- A unique opportunity to help the victims of violence and rewarding work in unusual situations
- Initial 1-year contract - renewable
- Initial training and on-boarding organised
- Possibilities of working in a fast-paced environment and to help victims
- A competitive salary with benefits

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

Attn: Human Resources

**Closing date for the post:** 4 March 2020

Kindly note that only short-listed candidates will be invited and tested for technical knowledge for the position at the time of our interview sessions.

**Starting date for this position:** As soon as possible