



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 Specialist, based in Bangkok

We are looking for a spirited team player with a can-do attitude to join our dynamic team.

ICT Specialist manages and organizes all ICT systems and services in the location where he/she is posted. S/he assists the ICT Manager and/or ICT Coordinator in designing and installing ICT infrastructure. S/he takes parts in projects development – deployment according to the assignment from ICT Manager and/or ICT Coordinator.

ACCOUNTABILITIES AND RESPONSIBILITIES:

Service Desk – Incident / Request / Support

- Provides fundamental technical support (1st level) on ICT-related matters in the country or countries of assignment
- Provides advanced technical support (2nd and 3rd levels) on ICT-related matters in the country or countries of assignment
- Registers incoming incidents and/or requests in Global Support Management Tools
- Remotely supports users by using ICRC relevant remote support 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/or ICT Coordinator
- Installation and maintenance of ICRC computers, following ICRC standard procedures
- Issues and supports all ICT equipment, belonging to ICRC

ICT Infrastructure Support

- Responds to all ICT infrastructure matters and records incidents accordingly, using Global Management Tools
- Performs the infrastructure hardware installation and maintenance, upon need and/or quarterly basis
- Proposes planning and design of ICT infrastructure installation to ICT Manager and/or ICT Coordinator
- Documents all ICT infrastructure installations, according to ICRC ICT compliances
- Tests ICT services and infrastructures (hardware and software) to ensure optimal performance and compliance
- Ensures all ICT infrastructures are respecting ICRC ICT instructions and ICRC ICT compliances

Inventory

- Updates ICT inventory database regularly and makes sure it reflects the accurate information
- Manages ICT material attribution depending on needs and respects ICRC ICT policies
- Manages ICT consumable material for sites in the country or countries of assignment
- Allocates ICT equipment in an efficient manner, considering Business units need and respects ICRC policies
- Keeps track of equipment allocations, dispatches equipment and follows up on shipments to and from other ICRC sites
- Prepares and processes disposal of ICT material, following the ICRC Administrative Disposal procedures

ICT mission and Project Implementation

- Proposes and discusses ICT missions or Projects planning with ICT manager and/or ICT Coordinator
- Submits missions or projects proposal to sites management for approval procedure
- Coordinates with sites responsible for support, correlating to missions or projects plan
- Fulfills and completes the missions or projects according to the plan
- Writes and submits the missions or projects implementation reports to ICT manager and/or ICT Coordinator

Users Training

- Able to explain the system, software application and ICT services, providing in ICRC
- Able to guide users on ICRC ICT and telecommunication equipment usage
- Advises users on ICT related matters
- Provides ICT training material and disseminates courses to users and power users according to the needs, on annual basis

Logistics

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

Administrative

- Submits purchasing request of ICT material through the ICRC Logistic system or internal requisition order, following ICRC Administrative procedures
- Translates IT documents from English to Thai and vice versa
- Provides market survey and assessment of suppliers and/or service providers on the available services, required for the sites usages in the country or countries of assignment
- Coordinates and contacts with suppliers and/or service providers for the installation – implementation of services according to the agreements and/or contracts
- Monitors and summarizes the qualities of the services from suppliers and/or service providers on quarterly basis
- Consults with ICT Manager and/or ICT Coordinator on the new – continuation of suppliers and/or service providers agreements and/or contracts
- Processes the new – continuation of agreements and/or contracts, respecting ICRC Administrative procedures

YOUR PROFILE:

- 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

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
- Initial 1-year employment (resident contract) with possibility of renewal into open-ended contract (subject to performance review)

Preferred starting date: **ASAP**

Submission deadline for applications: **15 March 2023**

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