

JOB DESCRIPTION

Department: Administration & Finance Department
Post: Information and Technology Assistant
Grade: GS-1
Terms/Conditions: Fixed-term appointment for two years, with possibility of renewal

General Duties:

Under the overall direction of the Director and the direct supervision of the respective Information Technology Officer, to be the network and system administrator and provide general IT support services for the organization.

Specific Duties:

1. Support the IT Officer in implementing strategic IT initiatives for the APO;
2. Network and system administrator for all software and applications, including installing software and configuring computer systems;
3. Provide users in the organization with support for approved software such as email, database, financial and budgeting systems;
4. Monitor IT security policy and guide users accordingly;
5. Monitor and maintain IT server performance together with service providers and vendors;
6. Diagnose and solve hardware, software and network problems together with service providers and vendors;
7. Keep updated records and documents of IT-related procedures and maintain list of IT equipment, licenses as guided by accounting principles for audit purposes;
8. Assist in the preparation of the annual IT budget;
9. Assist in the procurement, maintenance and disposal of IT equipment and services including server, router, computers, printers, telephones, projectors and other office automation devices;
10. Prepare maintenance agreements with IT suppliers and vendors;
11. Conduct user training for new IT systems;
12. Test and evaluate new technology to strengthen IT capability of the organization;
13. Support the Administration & Finance department in general administration and perform other duties as may be assigned from time to time by the Information Technology Officer, Director or Secretary-General.

Qualifications and Experience:

1. Experience in the provision of desktop user technical support, management of network/file/exchange servers and other periphery equipment, installation and configuration of new hardware and software, procurement, budget management, inventory and asset management of IT equipment, and informational risk management;
2. A Bachelor's degree in computer science, management information systems, communications, software engineering, database systems, or related fields from a reputable college or university;
3. Sufficient knowledge of and experience in the administration of Windows Active Directory, Windows Servers (2008/2012), Windows Exchange (2007), Windows operating systems (Windows 7), and Microsoft Office (2010);
4. Experience in supporting the development of corporate IT operating systems and applications, implementation/administration of enterprise-level database software and productivity tools such as enterprise resource planning, CRM, e-business systems, etc. an advantage; and
5. Proficiency in reading, writing, and speaking English and Japanese.