

JOB DESCRIPTION

Department : Administration & Finance Department

Post : Information Technology (IT) Assistant

General Duties:

Under the overall direction of the Director, Administration & Finance (A&F) Department, and the direct supervision of the IT Officer, to be the network and system administrator, provide IT support services for the organization, and coordinate IT initiatives to ensure the continued effectiveness and efficiency of the Secretariat.

Specific Duties:

1. Support the IT Officer in project management and implementation of strategic IT initiatives for the APO;
2. Function as the administrator/coordinator of the APO's videoconference-based e-learning and self-learning e-courses as well as other digital platforms, including coordination responsibilities within the Secretariat and with member countries;
3. Function as the administrator/coordinator for ERP/CRM systems including but not limited to managing multiple-user setups, profiles, customization of reports, dashboards, records, and page layouts;
4. Provide users in the organization with support for approved software such as e-mail, databases, and financial and budgeting systems;
5. Monitor the IT security policy and guide users accordingly;
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 lists of IT equipment and licenses as guided by accounting principles for audit purposes;
8. Manage the procurement, maintenance, and disposal of IT equipment and services including servers, routers, computers, printers, telephones, projectors, and other office automation devices;
9. Prepare maintenance agreements with IT suppliers and vendors;
10. Conduct user training in new IT systems;
11. Assist in the preparation of the annual IT project budgets; and
12. Support the Administration & Finance Department in general administration and perform other duties as may be assigned from time to time by the IT Officer, Director, or Secretary-General.

Qualifications and Experience:

1. Experience in supporting the development of corporate IT operating systems and applications and in implementing/administering ERP and CRM such as Salesforce will be a strong advantage;
2. Experience in providing desktop user technical support, managing network/file/exchange servers and other peripheral equipment, installing and configuring new hardware and software, procurement, budget management, inventory and asset management of IT equipment, and informational risk management;
3. A Bachelor's degree in computer science, management information systems, software engineering, database systems, or related fields from a reputable college or university;
4. Knowledge of and experience in administering Windows Active Directory, Windows Servers (2008/2012), Windows Exchange (2007), Windows operating systems (Windows 7), and Microsoft Office (2010); and
5. Proficiency in reading, writing, and speaking English and Japanese.