VACANCY ANNOUNCEMENT #011-2024
7 March 2024

Sun Community Health (“SCH”) is a non-profit, non-political and non-sectarian organization. It is a local non-governmental organization in Myanmar and is established in particular to advance socially beneficial purposes in Myanmar by promoting and providing information, services and products related to the prevention, promotion, curation and rehabilitation of the major health services including but not limited to HIV/AIDS, malaria, tuberculosis, maternal and child health, reproductive health and non-communicable diseases with the aim of furthering good health, prosperity and the relief of poverty, distress and sickness. This also includes state-of-art training programs, quality assurance programs, and a robust supply chain and logistics system and health financing mechanisms. The Organization may also provide non-health related ancillary services that ensure and improve the well-being of its clientele.

SCH is practicing the right to freedom from all forms of sexual violence, injustice, discrimination and abuse (including child and adult at-risk abuse). We recognize the responsibility we have to guarantee on that we do not deliberately or inadvertently cause any harms to right holders and communities through our work – whether that is our staff and representatives of our contractor (internal and external stakeholders). SCH will not tolerate any form of discrimination, abuse, exploitation, harassment under any circumstances and will take strong disciplinary action. Protection from Sexual Exploitation and Abuse (PSEA) is everyone’s responsibility and all staff are required to adhere to the Code of Conduct, that enshrines principles of PSEA, at all times (both during work hours and outside work hours). Familiarization with, and adherence to, the Code of Conduct is an essential requirement of all staff, in addition to related mandatory training. All staff must ensure that they understand and act in accordance with this clause.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>ICT Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job/Role Grade</td>
<td>4/B</td>
</tr>
<tr>
<td>Report to</td>
<td>Program Support Manager</td>
</tr>
<tr>
<td>Contract Type</td>
<td>Integrated Project Based</td>
</tr>
<tr>
<td>Unit</td>
<td>Finance &amp; Support Services Unit</td>
</tr>
<tr>
<td>Require Position</td>
<td>“1”</td>
</tr>
<tr>
<td>Office/Assigned Area</td>
<td>National Headquarters/ Yangon</td>
</tr>
</tbody>
</table>

JOB SUMMARY:

ICT Officer will be responsible to assist the ICT operations especially in the system and database development, user support, network administration, and other ICT relative activities in Sun Community Health.

DUTIES & RESPONSIBILITIES:

The duties and responsibilities of the ICT Officer includes:

User Support Functions:

- Provide hardware and software troubleshooting support to the organization;
- Follow the Sun Community Health ICT Policy standard operating procedures related to support handling;
• Support desktop operating system, standard Windows software, and various Sun Community Health customized system;
• Support mobile users; Install desktop and mobile computer/device hardware and software;
• Contribute to the development and updating of business continuity and disaster recovery plans;
• Assist in maintenance of ICT infrastructures at the Field Offices and provide ICT support to the Field Offices, staff members on line or by field visit;

ICT Management Functions:
• Participate in the maintenance of information technology and systems to be able to identify, recommend and implement cost saving measures;
• Participate the information systems and technology planning exercise undertaken in the officer and represent the office in those undertaken throughout Sun Community Health;
• Monitoring of ICT equipment stocks, warranties and coordination with vendors for ICT requirements;
• Participate in identifying and testing new software and hardware for improving and updating system performance;

Network Administration Functions:
• Maintain the Local Area Network (LAN) systems to ensure that Network Operating Systems support databases, messaging service, documents, printing, resources and data files;
• Maintenance of Internetworking equipment utilized on the WAN/LANs network;
• Administration of MS Windows Server/Active Directory;
• Maintenance of Virus Definition Updates and Windows for all network servers and clients;
• Monitoring of the network by using advanced tools and software;
• Ensuring secure connectivity of the network;
• Maintenance of PABX operations;
• Perform proactive maintenance on telecommunication systems to avoid disruption of service;

Procurement Functions:
• Involvement in evaluation of technical requests for ICT equipment;
• Develop and maintain a comprehensive inventory of all computer equipment, and software existent in the office;
• Perform other related and relevant tasks as may be assigned by the ICT Manager;

Perform other related duties as required:
• The ICT Officer is responsible to abide by Sun Community Health values creating activities, administrative instructions, plans and procedures of the Sun Community Health Management;

KEY SKILLS
The key skills required for the position of the ICT Officer include:

Technical Knowledge: Must have understanding good knowledge of ICT systems at assigned area.
Operational Management: Must be able to manage time effectively to meet his/her assigned tasks.
Communication skills: Must be able to understand basic communication skills and effectively communicate.

QUALIFICATIONS:
• Must have a degree of Computer Science, Technology, Information System, Engineering
• Must have experience in relevant field
• Proper understanding of MS Windows Platform and good understanding of Linux Open Source
• Excellent in computers and networking, trouble shooting and dealing with user supporting
• Should have timeliness, integrity and professionalism
• Should have communicable English language skills interact with expatriate staff and correctly interpret communications
• Should be organized, systematic and interact well with others

APPLICATION:
Interested applicant, please send Application Letter, Curriculum Vitae (with “Three” referees, including your last employment for reference check) scan or copies of Qualification Documents and National ID as per following “APPLY LINK”, not later than on the evening of March 14, 2024 (Thursday).

SCH National Headquarters Office: No. 3/1, Kant Kaw Myaing Street, Ward 8, Yankin Township, Yangon.

(Apply Link: https://smrtr.io/jBXgw)

“SCH is practicing an Equal Employment Opportunity and considers all applications without discrimination of race, sex, religion, national origin, age, marital status, HIV/AIDS status and disability.”

Only short-listed candidates will be invited for relevant tests and/or personal interviews.