Vacancy Announcement

Job Title: **IT Specialist**

Location: **Area Office Upper Myanmar (Mandalay)**

Will you use your excellence skills and experience to impact children's lives and empower communities? VisionFund Myanmar is seeking a dynamic, hands-on leader who has experience of growing organisations in complex environments.

We have been offering microfinance and other financial services to poor people in Myanmar since 1998. Through our work, we help small business owners create or develop small businesses with affordable credit.

VisionFund Myanmar is committed to improvement of safeguarding efforts which emphasises prevention of sexual exploitation and abuse (PSEA) and other forms of violence or harm to children and adult beneficiaries by the employees and affiliates.

Position Purpose

- To provide onsite IT support for remote Area/Branch offices. The staff will be based in an Area/Branch office and travel to assigned Area/Branch offices as needed.
- To implement and support standard software systems installed in remote office computers/tablets and provide onsite initial response to customized World Vision specific software systems.
- To ensure proper computer/tablet operation and usage so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. It may also include providing basic training to users to ensure effective usage of IT system available

Key Responsibilities

- Work closely with IT Service Desk and Administrative Support unit to receive IT support request send from remote Area/Branch offices and respond to the requests to provide solutions using the best methods available and updating all work progress into the Service Desk system. Required to make regular contact with Service Desk and Administrative Support unit while travelling or away from base office
- Resolve replication and mail routing issues with Lotus Notes client and support on office used communication channels to ensure the effective and smooth transfer of information between remote Area/Branch offices and Head Office. May need to work with Infrastructure Support unit in resolving issues.
- Daily activity records to prepare monthly activity reports and send to the IT Manager in the last week of every month.
- Manage inventory and assets list of IT and office automation hardware systems in coordination with remote Area/Branch office finance staff.
- Perform regular IT audits on computers systems in remote Area/Branch offices to ensure IT policy and software license compliance for staff.

About you

- Bachelor's degree in Computer Technology, Computer Science or equivalent technical training or experiences.
- Basic knowledge of networking & security protocols and concepts
- Must have strong analytical and problem solving skills and be able to work effectively with a diverse team of information technology professionals.
- Ability to work under pressure and on multiple tasks concurrently. Adaptability and flexibility. Availability to work odd hours, when the need arises.
- Must have good interpersonal skills and ability to communicate well orally and writing in both Myanmar and English. Requires to interact with all levels of staff and management and the ability to communicate with and train non-technical users in the use of technical systems in a cross-cultural setting.

Please submit your resume and application letter to **vfm_hrd@visionfund.org** and post to Ga GYi(57),Chanmyatharyar Ward,Kwal Sel Kan(4) Street,Between (78)st and Yan Man(2)st,PyiGyiTaGon Township,Mandalay Region.

Last date of application is **22 May 2024.**