Vacancy Announcement

Founded in 1956, DRC Danish Refugee Council is Denmark's largest, and a leading international NGO. We have continuously been ranked as one of the best NGOs in the world - and are one of the few with a specific expertise in forced displacement. In over 40 countries, we protect, advocate and build sustainable futures for refugees and other displacement-affected people and communities.

To support and strengthen the DRC programme in Myanmar, we are looking for highly motivated and capable candidates to fill the position of
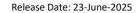
IT Officer - (1) Post

Duty Station	Myitkyina or Lashio Office
Report to	Support Services Manager

Overall purpose of the role:
The IT Officer will work under direct supervision of Support Services Manager and liaise with Country Office IT Officer and other team members in implementing, maintaining of IT Infrastructure and assets of DRC Myanmar.

Responsibilities:
- Standardization of IT equipment and software in accordance with Technology point, market trend and system requirement.
- Setting up a centralized management network/server system with proper power management, user account controls, backup system and fault-tolerance, remote-management and secondary backup system.
- Implementing the proper Backup system in all offices as along with Microsoft Environment and Cloud-based system.
- Liaise with suppliers for Licensed software and IT equipment when it is needed to be purchased out of Standardization list and DRC IT framework agreement.
- Setting up an IT infrastructure which meets the requirements of ERP system and with the compliance with Operation Handbook guidelines on IT.
- Upgrade maintains and monitoring of the Network systems of the offices and dealing with Internet Service Providers for the connectivity issues and other factors.
- Basic IT sharing knowledge to staff by giving inductions to staff when the major set up is changed and by implementing and providing the mini user guidebook for staff. Training and capacity building for staff.
- Coordination with Supply Chain staff for the IT equipment as in purchasing, maintaining, assets and inventory. Checking and summarizing the condition of Laptops and other equipment in accordance with depreciation time limit. Perform physical and ground check for assets and inventory.
- Recording the software license keys such as Microsoft Windows and Microsoft Office and other applications.
- Frequent visits to field offices and support with IT related matters between Myitkyina office, Namkham office and Lashio office.
- Coordination with managerial staff and IT focal person in the country office for IT related matters.
- Handling, updating, backup and trouble-shooting the Email domain.
- Dealing with Network providers for internet usage in residences.

- Develop the ICT Orientation based upon Global DRC operational handbook and localizing and conduct inductions for DRC staff members.
- Handling office IT next work system, implementing the proper power system for office.
- Implementing PABX system for office and maintain.
- Liaising with CO IT team for Dynamics related matters such as Microsoft Products, IT equipment and IT infrastructure related matters.
- Helpdesk to the local office and Remote helpdesk to another field offices between Myitkyina office, Namkham office and Lashio office.
- Ensuring internet usage bills for DRC offices by preparing, coordinating with field office staff and Finance team.
- Liaising with External Stakeholders for Database systems.
- Liaise with CO IT Officer and other team members in implementing, maintaining IT Infrastructure and assets of DRC NEAO field focus.
- Any other duties relating to the nature of the job as requested by the Manager (Area Manager/Base Manager/Support Service Managers).

Experience and technical competencies
- Diploma or professional degree in information technology, computer systems, or a related field
- Minimum 2 years of relevant experience in a similar role.
- (I)NGO experience is preferred.
- Excellent skill in IT
- Microsoft Office 365 troubleshooting and administration
- Prior experience of Microsoft Dynamix would be an asset.
- Advanced English proficiency
- Fluency in local language

All DRC roles require the post-holder to master DRC's core competencies:
- Striving for excellence: Focusing on reaching results while ensuring efficient processes.
- Collaborating: Involving relevant parties and encouraging feedback.
- Taking the lead: Taking ownership and initiative while aiming for innovation.
- Communicating: Listening and speaking effectively and honestly.
- Demonstrating integrity: Upholding and promoting the highest standards of ethical and professional conduct in relation to DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment.

Condition
Contract: DRC will offer the successful applicant a DRC's Regular contract including 3-month probation. Renewable depends on both funding and performance. Salary and conditions will be in accordance with DRC's Terms of Employment. The position is placed in Employment Band H-non management.

Application and CV
Interested? Click here to apply. Please send your application, in English, no later than **7th July 2025**.
CV only applications will not be considered.
(Applications will be reviewed on a rolling basis, and shortlisted candidates may be contacted for interview/an offer made before the advertised closing date)