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Médecins Sans Frontières (MSF / Doctors without Borders) is an international medical humanitarian not-for-profit organization. MSF provides assistance free of charge to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict. MSF has been working in Myanmar since 1992 and is currently providing healthcare in Kachin, Rakhine and Shan states, as well as Yangon and Thanintharyi regions.

Vacancy Announcement No. SP 24051003

Job title:	Information Systems Specialist – ICT
Job location:	Rakhine State: include all offices in Maungdaw and Sittwe projects
Accountable to:	Project Coordinator – Sittwe Project
Base Salary:	1,470,000 MMK
No of Position:	1
Duration:	Initially 1 year with possible extension

MAIN PURPOSE OF THE POSITION:

Carrying out assessments and ensures the implementation, maintenance and monitoring of all IT and tele-communications system according to MSF standards and protocols in order to ensure an optimal running of the projects and the efficient use of the systems and equipment. Regular visits to the field sites is mandatory to execute onsite technical support, training of users in order to enhance the project system's effectiveness and reliability (development, check-up, deployment of applications, systems or new ICT standards, etc.)

Together with the project Logistics team, analyses the ICT needs of the projects, develop a draft proposal for ICT budget, and designs an adapted strategy aiming to improve the quality of services related to information and communication technology.

ACCOUNTABILITIES:

- S/He will be accountable to provide technical support all MSF offices and clinics throughout the Rakhine state.
- Support and troubleshoot the day-to-day end user problems and technical issues as second line support.
- Regular visits to project's sites to provide support, in terms of training, maintenance, installation and follow-up on Cyberkits and other ICT devices. Required to be present 50% in Sittwe project, and 50% in Maungdaw project (security permitting).
- Be ready to travel for troubleshooting of technical problem for ad-hoc and urgent incidents occur at field sites.
- Responsible for briefing of incoming staffs on the ICT policy and the use of ICT and Communications equipment in Region of Responsibility
- Act as a backup IT focal point of contact (remote) if the other ISS are absence.
- Install, Assess and fix routine hardware and software breakdowns and issues upon request in Region of Responsibility as second line support.
- Identify and implement Information management practices to enhance the mission system's effectiveness and reliability (development, checkup, deployment of applications, systems or new ICT standards, etc.).
- Comparing quality of equipment, software and internet providers/services, in order to optimize buying decisions and to ensure local assistance.
- Gives functional support on MSF department specific software: Unifield/ Fuchia / Homere.
- Maintains the equipment sign out sheet and ensures users sign liability contract.
- Maintains inventory list and small stock of ICT and communications equipment at coordination level, as well as both project sites
- Reporting on ICT issues regularly to Technical Logistics Manager (Sittwe project) and Log Team Leader (Maungdaw project).

You are offered the opportunity to work with the world's largest medical humanitarian organization and work with very experienced colleagues in a highly professional working environment. Please learn more about MSF and our charter on our website: www.msf.org

Flexibility and adaptability to challenging cultural constraints and working conditions are relevant competencies: To reach mobile clinic sites for the IDPs, boat is the only means of transport. In the rainy season, this means getting wet, heavy waves and wading through the mud at times.

The candidate should be comfortable with this and physically fit.

- Reporting ICT issues on monthly basis to MTR-ICT.
- completing the ICT and Telecommunication sections of the LRS for both Maungdaw and Sittwe projects
- Track all occurring issues on a daily bases, analyses and take corrective measures, for example through improved user trainings.
- Regular security and service pack updates of MS office and Windows for Rakhine region computers.
- Follow and ensure implementation of the Myanmar Mission ICT and Communications policy.
- Performing any other relevant tasks assigned by his /her hierarchical and functional supervisors as necessary.
- Flexibility to work afterhours as needed in the field of his/her responsibility.

REQUIREMENTS:

Education	<ul style="list-style-type: none"> • Must have bachelor degree (any graduated) and formal IT technical training. Certifications in the domain would be an asset.
Experience	<ul style="list-style-type: none"> • Preferably 3-5 years of proven experience in IT or technical functions. • Desirable experience in INGO. • Desirable experience in administration of (Microsoft Servers, Hyper-V, Office 365, Fortinet Devices.)
Languages	<ul style="list-style-type: none"> • Essential technical English
Knowledge	<ul style="list-style-type: none"> • Expertise in latest version of Microsoft Operating System and business applications (Office 365) • Good knowledge of computer hardware and maintenance processes, network theory and their respective protocols, main email systems, IT security best practices and IT service management tools (ITSM) • Understanding in Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V) • Understanding of radio telecommunication concepts (HF, VHF, GSM, Satellite) <p>Teaching and supporting skills</p>

What we offer is:

- Basic Salary of **1,470,000 MMK** (40 hours per week), with regular salary benchmarking updates;
- 13 months bonus;
- Loyalty increment;
- All gazetted public holidays as paid off-days,
- 16 paid leaves days (including 6 casual leaves) on an annual basis;
- Excellent health care package for staff, spouse and children;
- Extensive local, international and online training opportunities;
- Extra Allowances (if applicable); Per Diem and travel allowance etc;
- **For this job opportunity specifically is explicitly for local contract only**

HOW TO APPLY:

Please send your **application letter** in English detailing how you understand this role and how you consider fulfilling the requirements for this position (reference to the profile described above must be made); **CV and passport-sized photo, copies of educational qualifications** and references to:

MSF employees on a full-time contract are not permitted to work for any other employer than MSF. All candidates who are applying for a full-time job committed themselves that after being hired by MSF, MSF will be the only employer.

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Attention:

Project Coordinator

MSF-Holland (Sittwe Project Office)
Horse Race Road@ Shwe Ngar Lane,
North San Pya Quarter, Sittwe Township,
Rakhine State, Myanmar.

Email: ers-jobs@oca.msf.org

Not later than, **Friday, 24th May 2024**

- Please clearly mention the announcement number, "SP 24051003" and job title "Information Systems Specialist – ICT" in the Subject line.
- If you apply online, please send email applications in Microsoft word or PDF format.
- Applications that do not meet these criteria or are incomplete will be disregarded and **only the shortlisted candidates will be contacted.**
- MSF is committed to achieving workforce diversity in terms of gender, nationality and culture.
- Indicate any association with Rakhine State, be it through living there, being born there, or having family ties.