



Join **AGE Myanmar**: Alliance for Generations and Empowerment in **Myanmar**

About AGE Myanmar

AGE Myanmar envisions an inclusive, resilient, and empowered society that embraces the strength and capacity of older women and men. Our mission is to achieve our vision through impactful policies and practices at all levels of engagement by amplifying voices, promoting rights and responsibilities, ensuring dignity, driving sustainability, and fostering inclusiveness. Our core values guide us:

- Promoting for Inclusion
- Learning for Sharing
- Networking for Partnership
- Respect for Wellbeing

Job Vacancy Announcement	
Position	IT and Data Protection Analyst
Location	Yangon, Myanmar
Reporting To	Head of Operations and Human Resources
Contract Duration	1 year, with possible extension

Job Overview

We are looking for a proactive, adaptable, and communicative **IT & Data Protection Analyst** to oversee our daily IT infrastructure, maintain rigorous data protection standards, and drive continuous system improvements.

This role requires a unique balance of technical expertise and interpersonal skills. You will serve as the primary bridge between complex technical systems and non-technical end users—translating tech jargon into clear, practical guidance, maintaining user-friendly support, and keeping our organizational data secure.

Key Responsibilities

IT Infrastructure & User Support

- **End-to-End IT Management:** Oversee the daily installation, configuration, maintenance, and monitoring of hardware, software, networks, and peripherals to ensure high availability and performance.
- **Responsive User Support:** Serve as the primary point of contact for staff technical support, patiently and effectively resolving everything from routine end-user inquiries (e.g., printing issues, software setup) to complex, complex technical bugs.
- **Microsoft 365 Administration:** Optimally configure, manage, and promote full organizational adoption of the Microsoft 365 ecosystem.
- **System Continuous Improvement:** Proactively evaluate existing IT workflows, identify inefficiencies, and propose creative, modern solutions to restructure and upgrade systems.

Cybersecurity & Incident Management

- **Threat Mitigation:** Implement, manage, and continuously upgrade security measures to defend organizational systems against cyber threats.
- **System Auditing:** Conduct regular security assessments, vulnerability scans, and system health checks.
- **Incident Response & Reporting:** Actively monitor networks for security breaches or suspicious activity; lead rapid incident mitigation, documentation, and root-cause analysis.

Data Protection & Governance

- **Compliance Management:** Ensure all data collection, storage, and processing practices comply with relevant data protection policies and legal standards.
- **Policy Development:** Create, update, and enforce comprehensive IT security and data protection procedures in alignment with organizational goals.
- **Data Backup & Recovery:** Implement regular data backup schedules, manage disaster recovery protocols, and routinely test restoration processes to prevent data loss.

Training & Stakeholder Communication

- **Clear & Empathetic Communication:** Translate technical concepts into accessible language for non-technical team members, fostering a supportive environment for IT requests.
- **Staff Awareness Programs:** Design and conduct interactive training sessions on IT best practices, phishing awareness, password hygiene, and data protection compliance.

Key Qualifications & Requirements

- **Experience:** Proven experience in IT support, systems administration, or IT security/compliance roles.
- **Technical Proficiency:** Strong working knowledge of Microsoft 365 administration, network setup, hardware troubleshooting, and endpoint security software.

- **Communication Skills:** Exceptional oral and written communication skills with a user-focused, patient, and collaborative approach.
- **Problem-Solving Ability:** Strong analytical mindset capable of systematically diagnosing obscure or complex technical issues under pressure.
- **Initiative:** Open-minded, curious, and motivated to improve outdated systems rather than maintaining the status quo.
- **Education:** Bachelor's degree in information technology, Computer Science, Cybersecurity, Information Systems, or a related field.
- **Experience:** 2 to 4 years of hands-on experience in IT support, systems administration, and data privacy/security administration.
- **NGO/Civil Society Experience:** Prior experience working within an INGO, national NGO, or humanitarian agency in Myanmar is highly preferred.
- **Cloud & Workplace Systems:** Proficiency in Google Workspace administration, Microsoft 365, VPN configurations, and secure cloud drive access management.
- **Data Privacy & Collection Tools:** Familiarity with secure digital data collection platforms.
- **Hardware & Network Infrastructure:** Hands-on experience with router/firewall configuration, local backup solutions, anti-malware management, and IT asset tracking across multiple branch offices.
- **Information Governance:** Ability to design user access rights, password policies, and data retention/destruction schedules.
- **Data Rights & Ethics:** Strong understanding of ethical data handling, confidentiality, and safeguarding principles when dealing with vulnerable populations.
- **Communication:** Ability to explain technical security protocols to non-technical program staff and management in plain language.

Preferred Qualifications / Plus Points

ITIL 5 Foundation Course Certified.

How to Apply

Interested candidates are invited to submit their CV and a cover letter detailing relevant experience and explaining why they are suitable for this position to hr@agemyanmar.org. The deadline for applications is **16 October 2026**.

AGE Myanmar is an equal opportunity employer and values diversity and gender equality. We encourage applications from qualified individuals of all backgrounds with no age limits, PWDs, women, and girls.

Note: This job description aims to provide an overview of the role and is not exhaustive. Duties may be added, deleted, or modified at the discretion of management.

Be a part of AGE Myanmar's journey towards creating an empowered and inclusive society for all!