

IT Officer

Date of issue	: 28-05-2024	Closing Date	: 03-06-2025 (Yangon Time Zone) (17:00 P.M MST)
Duty Station	: Yangon (frequent travel)	Duration	: One Year with possible extension
Category of Staff	: National Staff	Grade	: NC-1
Estimated starting date of employment	: as soon as the suitable candidate is selected		
Vacancy No	: IFRC-N018		

Background

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, with a network of 191-member National Societies (NSs). The overall aim of IFRC is "to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by NSs with a view to preventing and alleviating human suffering and thereby contributing to the maintenance and promotion of human dignity and peace in the world." IFRC works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises. The IFRC carries out strategic and operational coordination, humanitarian diplomacy and national society development and membership services, for and with its member Red Cross, Red Crescent National Societies.

Organizational Context

IFRC is part of the International Red Cross and Red Crescent Movement (Movement), together with its member National Societies and the International Committee of the Red Cross (ICRC). The work of IFRC is guided by the following fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

IFRC is led by its Secretary General, and has its Headquarters in Geneva, Switzerland. The Headquarters are organized into three main Divisions: (i) National Society Development and Operations Coordination; (ii) Global Relations, Humanitarian Diplomacy and Digitalization; and (iii) Management Policy, Strategy and Corporate Services.

IFRC has five regional offices in Africa, Asia Pacific, Middle East and North Africa, Europe, and the Americas. IFRC also has country cluster delegations and country delegations throughout the world. Together, the Geneva Headquarters and the field structure (regional, cluster and country) comprise the IFRC Secretariat.

IFRC Myanmar Country Office is one of the IFRC Country Offices in the Asia Pacific Region. In Myanmar, the IFRC works closely with the Myanmar Red Cross Society (MRCS) and other members of the IFRC network to reinforce the MRCS' unique humanitarian mandate and humanitarian activities, as well as its humanitarian diplomacy activities. It also provides vital technical, financial and logistical support to MRCS while strengthening its participation in regional and global cooperation during emergency and non-emergency times.

IFRC has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the Red Cross and Red Crescent Movement, including sexual exploitation and abuse, sexual harassment and other forms of harassment, abuse of authority, discrimination, and lack of integrity (including but not limited to financial misconduct). IFRC also adheres to strict child safeguarding principles.

In Myanmar, IFRC is supporting the Myanmar Red Cross Society (MRCS) to roll-out a multi-million Swiss franc humanitarian operation in response to the 28 March 2025 earthquake alongside longer-term programmes. To effectively accompany the MRCS in addressing immediate to recovery humanitarian needs wrought by the earthquake, the IFRC Country Delegation in Myanmar is bolstering its operational capacity.

Job Purpose

The IT Officer is responsible for managing the IT infrastructure, ensuring the smooth operation of technology systems, and providing technical support to the Myanmar Country Delegation. The role involves maintaining IT equipment, implementing cybersecurity protocols, and supporting staff with hardware, software, and network-related challenges.

Job Duties and Responsibilities

- Install and ensure the effective functioning of computer equipment and networks.
- Maintain and repair computer equipment (hardware / software) and networks.
- Produce regular, timely and accurate narrative reports.
- Provide appropriate and regular training to users so that all computer equipment and software is used in an appropriate way.
- Assist in the procurement of IT equipment.
- Ensure the protection and integrity of Federation data and ensure that facilities and procedures for regular back-ups are available and operational.
- Set up appropriate and accessible procedures, operating and training manuals based on the Federation IT standards.
- Ensure effective functioning of communications equipment.
- Ensure that IT & Telecom equipment is inventoried and tracked properly.
- Assist in carrying out activities for programmes such as Digital Divide Initiative which may include assessment of IT capabilities of offices and installation of IT equipment
- Respond to calls for support from locations outside of the office
- Provide remote troubleshooting and resolution using remote support tools
- Undertake any other relevant tasks/duties as may be reasonably requested, including ensure timely and accurate reporting upon request

Education

- Diploma / Degree in IT or equivalent is required.

Experience

- 3-5 years of relevant experience is required.
- Experience in network management and troubleshooting is required.
- Familiarity with cybersecurity tools and protocols is required.
- Experience in managing IT inventory and stocks is required.
- Support in computer systems environment (LAN, Desktops, Printers) is required.
- Able to provide IT training or guidance for users is required.

Knowledge and Skills

- Strong analytical and problem-solving skills is required.
- Proficiency in Windows and Linux operating systems is required.
- Skilled in Computer Hardware maintenance & repair is required.
- Knowledge of networking protocols, firewalls, and VPNs is required.
- Ability to communicate complex technical concepts clearly to non-technical users is required.

Language

- Fluently spoken and written English is required.
- Fluently spoken and written Burmese is required.

Competencies and values

VALUES: Respect for Diversity, Integrity, Professionalism and Accountability.

CORE COMPETENCIES: Communication, Collaboration and Teamwork, Judgement and Decision making, National Society and Customer Relations, Creativity and Innovation, and Building Trust.

MANAGERIAL COMPETENCIES: Managing staff performance and Managing staff development.

FUNCTIONAL COMPETENCIES: Strategic orientation, Building alliances, Leadership and Empowering others.

How to apply

Interested candidates **should submit their applications with a detailed CV and a cover letter that details their suitability for the position**, by e-mail. In the subject line, please mention as: “N018, IT Officer”.

Human Resources Department

International Federation of Red Cross and Red Crescent Societies

Red Cross Building | No. 42, Strand Road | Botahtaung Township | Yangon

Email: recruitment.myanmar@ifrc.org

<https://www.ifrc.org/jobs>

Comments

The Federation is an equal opportunity employer.

10 reasons to join the IFRC



- To join an organization that saves lives and improves the living conditions of vulnerable people around the world.
- To be part of world's largest humanitarian network.
- To work for one of the world's most recognized, iconic and trusted brands.
- To be involved in supporting the work of the world's largest network of volunteers.
- To be exposed to a variety of stimulating assignments locally or internationally.
- To work in a place where proactive individuals have the possibility to make a difference.
- To enjoy autonomy and authority to make decisions within one's area of work.
- To have opportunities of continuous growth, both on-the-job and through learning

systems.

- To join an international and multi-cultural work environment, where diversity is valued and promoted.
- To receive competitive pay and benefits for the humanitarian sector.