Vacancy Announcement

Title:	ICT Officer
Department:	Administration
Grade:	6
Reports To:	HR & Admin Manager
Based:	Yangon
Duration:	12 months (renewable) fixed term contract, full time

Context

BBC Media Action uses various forms of media and communications to tackle poverty and contribute to long-term change around the world. To achieve this, we partner with civil society, local media and governments to produce creative programmes which inform and engage audiences around key development issues and to strengthen the media sector through building professional capacity. BBC Media Action's projects include a mix of broadcast and digital content, face to face community outreach and capacity building that together inform, connect, and empower audiences across Myanmar.

Job purpose

Reporting to the HR and Admin Manager, the ICT Officer will provide critical IT and operations support to office and production teams. The post-holder will be responsible for supporting BBC Media Action's IT systems, including computers, networks, storage and internet connectivity. S/he will ensure that BBC Media Action IT operations are functioning daily and make recommendations for improvements. S/he will be a key point of contact for technology support staff in London and other countries in the region. The postholder will also work to support general office maintenance, safety, and operational procedures in the Yangon BBC Media Action office.

Main duties

- Provide day to day support for all BBC Media Action office IT equipment, including computers, network, storage devices, internet connectivity and printers.
- Ensure all IT and audio equipment meet BBC safety standards and any Myanmar legal requirements.
- Work with internet service providers to ensure consistent standards of service, undertake speed tests and monitor availability.
- Work with London and regional technology staff on solving internet / ISDN / satellite and other communications issues in Myanmar office.
- Keep apprised of IT developments in Myanmar and the region and provide strategic input on office operations.
- Provide input, advice and feedback on the suitability, sustainability and use of new products and processes.
- Be responsible for Finance Server, Data Center Server, Backup and Secure data, IT Inventory Management and Centralized Login Server.
- Collaborate with Procurement & Logistic Officer in the process of IT equipment procurement.
- Be responsible to arrange IT equipment for newcomer with the support of HR & Admin assistant.
- Recognizes changing priorities in the workplace and responds positively, adapting approach and methodology to tackle them.
- Actively supports the development of colleagues and the wider technology community through training, knowledge sharing, innovation and driving best practice.

- Carries out safety inspections, risk assessments and audits of technical areas and advises management of any defects, including making recommendations for improvements or controls required.
- Participate in trainings to learn new skills and support office IT and broadcast operations.
- Manage office premises to ensure that it is properly maintained and secure, including the provision of all required utilities and liaising with private security service.
- Support keeping office premises, including all shared areas in Wingabar compound and container studio, and staff, compliant with all BBC health and safety requirements, including fire hazards and preventative measures. This includes working in conjunction with the BBC News Bureau Manager

Essential skills and experience
- Minimum 4 years' experience in the similar ICT field.
- Excellent spoken and written Burmese and English.
- Ability to technically service and support PCs, printers, scanners, including the installation of general software packages including Windows (XP, 7, Office 2010, Outlook) and anti-virus software.
- Experience of writing comprehensive technical documentation from proposals to technical design documents and user guides.
- Experience providing technical support in an AV, technology, or similar environment, either in studio or outside broadcast environment.
- Experience of training end users and of providing face to face and over the phone remote support.
- Ability to configure basic routers and service wireless connectivity throughout the office.
- Sound understanding of networking hardware, storage systems and backup utilities.
- High degree of self-motivation, planning and organization, and strategic thinking.
- Excellent interpersonal skills and a demonstrated ability to lead and work effectively in team situations
- Relevant qualifications, preferably with a technical bias e.g. electronics, media technology and/or demonstrable practical experience.
- Knowledge of current and relevant health and safety legislation particularly electrical safety.

Desirable skills and experience
- Solid experience working with Word, Excel, and PowerPoint.
- Creative thinker able to find solutions to a variety of issues.
- Sound understanding of Myanmar media environment and rural audiences.

Competencies
The following competencies (behaviors and characteristics) have been identified as key to success in the job. Successful candidates are expected to demonstrate these competencies.

- **Problem Solving:** Is able to simplify complex problems, processes or projects into component parts, explore and evaluate them systematically. Able to identify causal relationships, and construct frameworks, for decision making and problem-solving. Transforms proposals/ideas into practical reality.
- **Imagination/Creative and Strategic Thinking:** Is able to transform creative ideas/impulses into practical reality. Can look at existing situations and problems in novel ways and come up with creative solutions and think strategically about how to achieve results.
- **Planning and Organising:** Is able to think ahead in order to establish an effective and appropriate course of action for self and others. Priorities and plans activities taking into account all the relevant issues and factors such as deadlines, staffing and resources requirements. Ability to prioritize technical issues and resolve accordingly
- **Communication:** The ability to get one's message understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.
- **Managing Relationships:** Able to build and maintain effective working relationships with a range of people. Team working.

- **Flexibility:** Adapts and works effectively with a variety of situations, individuals or groups. Is able to understand and appreciate different and opposing perspectives on an issue, to adapt an approach as the requirements of a situation change, and to change or easily accept changes in one's own organization or job requirements.

TO APPLY

Please e-mail your application to recruitment@mm.bbcmediaaction.org not later than 14th Oct 2020.

Applications should include the following documents only:
1) Your CV
2) A cover letter providing evidence that you have the skills and experience required

Shortlisted candidates only will be contacted within 10 days of the deadline. For further information, please contact BBC Media Action at 01 54 54 55.
Only short-listed candidates will be contacted for the selection process.

Application Deadline: 14th Oct 2020 **(Wednesday) 5:00pm.**