

VACANCY ANNOUNCEMENT

The Union Office based in Mandalay is seeking application from dynamic and highly motivated Myanmar nationals for the following vacant position.

Position Title	: IT Systems Officer
Duty Station	: Mandalay
No of Position	: One (1) position
Duration	: Till end of December 2021 (extendable)
Reports to	: Operations Manager
Salary	: USD – 550.00
Closing date	: 24th August 2021

BACKGROUND

International Union Against Tuberculosis and Lung Disease - The Union is an International Non-profit Organization based in Paris, France. The Mission of The Union is to bring innovation, expertise, solutions, and support to address health challenges in low and middle-income populations. The Vision of The Union is health solutions for the poor.

Over a decade, The Union has been providing technical support and capacity building initiatives to the various stakeholders, partner organizations and institutions in health sectors and has strengthened their capacities to deliver high-quality services. The Union Office in Myanmar has implemented the “Integrated HIV Care (IHC) Program for People Living with HIV/AIDS” in collaboration with multiple key stakeholders, various donor agencies since 2005. The IHC Program is operating HIV OPDs including prevention activities in 16 ART centers and 36 Decentralized sites in 38 townships in Myanmar.

The Programme to Increase Catchment of Tuberculosis Presumptives (PICTS) projects 1 and 2 with the support of multiple stakeholders cover 13 townships in Upper Myanmar. In addition, from the year 2015 onwards, The Union office in Myanmar is also implementing two “Community Based MDR-TB Care” projects, which addresses drug-resistant TB at the community level. The Union has received approval for the continuation of its programmes in January 2021 and is looking for an efficient, motivated, and experienced person to fill the position of **IT Systems Officer**.

GENERAL MISSION

The IT Systems Officer will provide essential services to ensure the optimal functioning of the Union's network and computer systems, preventing hardware or software interruptions to administrative and programmatic activities or information security breaches, and providing the necessary knowledge and support to staff to install, configure, diagnose and repair hardware and software.

DUTIES AND RESPONSIBILITIES

- Regular overall supervision and monitoring of project activities in assigned townships
- Ensure the systems and processes in programme support meet donor and Union guidelines
- Responsible for the smooth running of computer systems and ensuring users get maximum benefits from them, by ensuring that the right systems are installed.

- Provide a high degree of proactive IT solutions and solve technical and applications problems, either over the phone or in person.
- Install and configure computer hardware operating systems and applications (computer hardware, software, server, networks, printers, scanners, etc.)
- Regularly monitor and maintain computer systems and network, printers, CCTV, and IT equipment
- Troubleshoot system and network problems and diagnosing and solving hardware or software faults in a timely manner
- Provide support, including procedural documentation and relevant reports
- Support the roll-out of new software applications
- Set up new e-mail users' accounts, profiles, and groups and dealing with password issues
- Respond within agreed time limits to call-outs
- Test and evaluate new technology
- Conduct electrical safety checks on computer equipment
- Obtain replacement or specialist components, fixtures, or fittings
- Maintain records of software licenses
- Manage stocks of equipment, consumables, and IT supplies
- Provide technical inputs for the procurement of IT equipment, software, and suppliers' information
- Strengthen external collaboration with external IT Consultants and service providers for IT Services
- Work with field offices to provide advice and assistance to resolve issues
- Provide inputs for the IT budget as appropriate
- Conduct IT-related orientation to new joiner of The Union
- To proactively support other department and programme team members and provide assistance when current assignments are finished
- To keep updated work plan of assignments with due dates with outstanding status and provide monthly to supervisor
- To perform other tasks assigned by the supervisor

RECRUITMENT CRITERIA

- University degree/ Diploma in IT, Computer Science or Information system
- At least 3 years of work experience in a related area
- Written and spoken English is needed to complete tasks
- Computer literacy specifically in Microsoft Office (Excel, Word, Power-point, Outlook, Access), online platforms and smartphones
- Excellent knowledge of Office 365 Teams/Groups/Delve/SharePoint/OneDrive
- Hands-on experience in MS Windows Server, Router, Active Directory, and mobile device support
- Be absolutely respectful to all confidential issues regarding staff' information or any information concerned with programme or issues discussed in the office
- Personal integrity, Honesty and positive thinking
- Good analytical skills with the capability to focus on details
- Ability to think creatively to solve problems effectively and efficiently
- Ability to quickly learn and proactively contribute to developing internal systems.
- Ability to quickly adapt new technology to simplify and improve processes
- Ability to work both independently and in collaboration with others

- Ability to plan and organise with sufficient details and accuracy.
- Ability to proactively communicate in writing and verbally with persons at all levels of The Union
- Ability to work in a complex environment with multiple tasks, short deadlines and intense pressure to produce the required quality work plan
- Ability to prioritize and manage a high-volume workload in a fast-paced work environment, and demonstrate flexibility, and integrity
- Agreement with the Union's Mission and Values: [Link to Mission & Values](#)

Application:

Please send your application letter and CV (with THREE contacts for Reference Check), to: hr.myanmar@theunion.org.

(Educational Certificates and documents are not required to send in this phase of application.)

The Union Office in Myanmar

No. 36, 27th street, between 72nd and 73rd street
Chan Aye Thar Zan Township, Mandalay, Myanmar.
Tel: +95 2 4071082, +95 9 775867885

(According to a large number of applications received, the inquires via phone or emails will not be responded to. Only shortlisted candidates will be notified for the interview.)

Note:

- While applying please mention the job title in the subject column of your email.
- Applications submitted after the deadline will not be reviewed.
- The Union in Myanmar is a Tobacco-free environment.

The Union has a zero-tolerance for Sexual Exploitation and Abuse of beneficiaries. Protection from Sexual Exploitation and Abuse (PSEA) is everyone's responsibility, and all employees are required to adhere to the Code of Conduct, which enshrines the principles of PSEA, at all times (both during work hours and outside work hours). Familiarization with and adherence to the Code of Conduct is an essential requirement of all staff.