

Vacancy Announcement

The Danish Refugee Council (DRC) is an international humanitarian organization founded in Denmark in 1956. DRC implements relief and development activities in more than 30 countries throughout the world, assisting more than 1.5 million people of different ethnicities and religions. DRC is a non-governmental, non-political and non-religious organization – and in DRC, people’s right to a life with dignity takes precedence over politics and principles. DRC has been operating in Myanmar since May 2009 and in Rakhine State since 2010, responding to the humanitarian needs in the aftermath of the Cyclone Giri. DRC has recently expanded its programme providing shelter, WASH, NFIs, livelihood support and community assistance to the people affected by the June and October 2012 events in Rakhine State. DRC Myanmar in Rakhine State is funded by ECHO, SDC, DFAT, USAID and UN agencies, including UNHCR, UNICEF and UNFPA.

To strengthen DRC’s Programme in Rakhine State, DRC is looking for highly motivated and capable candidates to fill the position of

IT Assistant (1) post

Duty Station : Mrauk Oo, Rakhine State

Report To : Team Leader-Supply Chain

Overall purpose of the role:

Responsible for the day to day support of the IT infrastructure, including providing technical support.

Geographic Scope: Area (Rakhine)

This role has an area focus and ensures compliance to DRC procedures and guidelines within the area. The role contributes to the development of area strategies, which are translated into action plans and day-to-day tasks. The role provides support and/or technical guidance to base operations.

Responsibilities

- Perform software installations and maintain day-to-day systems operations.
- Support e-mail and Internet functionality.
- Trouble shooting the LAN and wireless connections
- Hardware and software support.
- Oversee software and network security and ensure that the anti-virus within the organization is updated on a timely basis.
- Perform preventive maintenance service on the IT equipment on a scheduled basis.
- Perform general repairs on some IT equipment and peripherals.
- Ensure that internet and Thuraya bills are paid on timely basis.
- Reinforce IT policies to end users.
- Document network problems and resolution for future reference while monitoring system performance and implementing performance tuning.
- Administer domains and email creation of users.
- Prepare an inventory schedule of all IT equipment and software in use and in storage.
- Carry out capacity building and on the job training for staff as required.
- Travel to Field Offices and provide IT related support.
- Any other duties relating to the nature of the job as requested by the Manager

Experience and technical competencies: (include years of experience)

- At least 1 year of experience in similar positions
- Experience in both hardware and software maintenance.
- General knowledge of Email system.
- Ability to conduct himself/herself both professionally and personally in a manner.
- Diploma or professional degree in information technology, computer systems, or a related field

- Advanced English and Myanmar proficiency
- Fluency in local language

Key stakeholders: (internal and external)

- DRC staff in Mrauk Oo Base
- DRC Supply Chain Rakhine staff

All DRC roles require the post-holder to master DRC's core competencies:

- Striving for excellence: Focusing on reaching results while ensuring efficient processes.
- Collaborating: Involving relevant parties and encouraging feedback.
- Taking the lead: Taking ownership and initiative while aiming for innovation.
- Communicating: Listening and speaking effectively and honestly.
- Demonstrating integrity: Upholding and promoting the highest standards of ethical and professional conduct in relation to DRC's values and Code of Conduct, including safeguarding against sexual exploitation, abuse and harassment. "

Offer:

- Starting date of employment: **As Soon as possible.**
- Salary: Competitive salary according to DRC Myanmar salary scale.

This position is open for Myanmar National only. DRC strongly advocates for equal opportunity and promotes a diversified and inspiring working environment. We will consider more female candidates as per position requirement and work nature. Therefore, qualified candidates of ethnic minorities and women are strongly encouraged to apply.

Application process:

Applicants who meet the above-mentioned requirements should apply by submitting their applications **in English** (consisting of Cover Letter and CV of no more than 4 pages, including contact details of 3 professional references) by e-mail:

- CV should be send to: aung.lin@drc.ngo, Cc: mmr.recruitment@drc.ngo
- Please mention in the Subject of your E-mail the job tile: **IT Assistant (1 post/Mrauk Oo)**
- CVs submitted without mentioning Job Title will not be considered.
- Only shortlisted applicant will be contacted for a written test in English and a face-to-face interview.
- After closing date, applications are not to be considered. **Please note that due to the urgency of this position, applications will be reviewed on an on-going basis and DRC reserves the right to initiate the recruitment process before the deadline for applications.**

Deadline for submission of applications: 02-Sept-2021 (5PM/COB)