**WORLD VISION INTERNATIONAL**

**POSITION DESCRIPTION**

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| KEY POSITION INFORMATION |
| Job Title | Information Technology Officer | **HAY GL** | 13 |
| Reports To | Information Technology Manager  |
| **Department/Group** | Information Technology (IT) Department | **Location** | Hanoi  |

**WORK CONTEXT / BACKGROUND:**

World Vision is a Christian relief and development organization working to create lasting change in the lives of children, families and communities living in poverty. World Vision (WV) serves all people regardless of religion, race, ethnicity or gender. As a child-focused organization, WV’s work focuses on children, ensuring they are protected and their basic needs are met. World Vision Vietnam (WVV) has been funded from 12 support countries in Europe, Asia, the Americas and Australia. Funding of WVV consists of sponsorship program funding (70%) and PNS/grants (30%). WVV employs about 430 staff, of which 99% are Vietnamese nationals.

Currently, World Vision Vietnam is operating in 4 zones: North 1 (Hoa Binh and Dien Bien), North 2 (Yen Bai, Tuyen Quang, Hai Phong), Centre (Thanh Hoa, Quang Tri, Quang Nam, Danang) and South (Quang Ngai, Binh Thuan, Ho Chi Minh, DakNong). WVV’s AP usually focuses within one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVV’s Development Program Approach (DPA) is that AP team members are based at district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Beside the APs, WVV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both AP and non-AP areas.

**PURPOSE OF POSITION:**

1. To support WVV in establishing standards and strategic direction for the IT system of the organization in line with the WV Partnership Standards.
2. To maintain the effective functioning of the IT system that facilitates WVV’s development activities.
3. To assist the IT Manager in coordinating IT- related work and handling routine IT related issues in all the offices and projects
4. To provide the Management of WV Vietnam with Information/Communication Technology related recommendations and suggestion supporting the organisation’s strategic objectives.

| **ROLE DIMENSION** | **DESCRIPTION** | **END RESULTS EXPECTED** | **TIME SPENT** |
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| **Service desk** | * First point of contact and day-to-day technical support to end users, including access service.
* Responds to Level 2 support (Global Center IT)
* Identify and recommend solutions for trouble issues which affect multiple clients…
 | * Timely and effective solutions
* Adequate documentation and reports for follow up.
* Minimized reoccurring issues.
* Positive collaboration with vendors
* Client satisfaction
 | **40%** |
| **Technical support** | * Diagnose and resolve client workstation and mobile device issues.
* Participate in deployment of new or upgrade information technology and infrastructure projects
* Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
 | * End users receive required technical support for workstation and mobile device issues.
* Use of technical expertise to resolve problems quickly.
* Technology conforms to IT standards.
* End users receive required technical support for hardware and software issues.
 | **30%** |
| **Security** | * Adhere to the integrity of controls, regulations and guidelines.
* Review operation processes to ensure consistent approval and compliance.
* Make recommendations and changes as appropriate.
 | * Operation processes are in compliance with security policies, standards and procedures.
* Identification of changes needed to improve processes or maintain compliance.
 | **30%** |
| **Inventory Management** | * Maintain IT inventory management for all IT equipment and/or software in accordance with company policy and procedures.
 | * Up-to-date and accurate IT asset inventory.
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| **Service level management** | * Collaborate in the development of service-level objectives and takes steps to meet or exceed targets.
* Monitor service-level objectives to ensure that requirements are met or exceeded.
* Follow up in a timely manner to ensure customer satisfaction.
 | * Customers are satisfied with services received.
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| **Training** | * Identifies customer training needs based on common problems.
 | * Staff up-to-date on functionality and services being supported.
* Training needs assessment developed based on analysis of issue trends.
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| **Documentation** | * Develop and deliver documentation to ensure appropriate end-user support (eg. Video clips, e-learning...)
 | * Complete and accurate documentation for use within the IT organization.
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| **Coaching/Mento-ring** | * Mentor less experienced staff in IT areas of expertise.
 | * Transfer of knowledge in IT areas of expertise.
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| **No. Direct Report:** | 0 | Positions Supervised: | N/A |
| **Other Reporting Relationships** |  |
| **Financial Authority** | As per Level of Authority  |
| Annual Total Budget | N/A |
| Decision Making Authority |  Within WVV Policies and Guidelines  |

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| **Important Functional Relationships:**  |
| **Contacts** | **Reason for Contact** | **Frequency of Contact****(Daily, Weekly, Monthly)** |
| Information Technology Manager | To get overall guidance, technical support and approval  | Weekly |
| Staff in the project sites | Provide technical advices and support | Daily, weekly |
| Vendors/service providers | Supplies Purchasing, Repairing services. | Based on the need |
| P&C | Meet the training needs of staff | Quarterly |

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| **Major Challenges:** |
| **Challenge** | **Possible Approaches/Solutions** |
| Travel requirement: as required  | Flexibility is given to the staff to make travel plans  |
| Broad geographical areas to be coved  | Good planning |
| Network Security  | Improve the technology skills to solve technical issues |
| User’s sense of responsibilities | Remind and raise awareness of the staff on the IT policy periodically. |

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| Knowledge, Skills, Abilities:*(The following knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.)* |
| Education | * Bachelor’s Degree in Computer Science, Information Systems, or other related field or equivalent qualification background.
 | * Essential
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| **Knowledge & Skills** | * Written and verbal communication in English**.**
* Good interpersonal and communication skills.
* Demonstrated knowledge of complex hardware and software products and problem solving / diagnostic skills.
* Ability to write up policies and guidelines
* Coordination skills.
* Commitment to working with and learning from the poor and marginalized people, especially children.
* Willingness to support the philosophy, purpose and values of WV in its work with the poor in Vietnam.
 | * Essential
* Essential
* Essential
* Essential
* Essential
* Essential
* Essential
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| **Experience** | * At least 3 years of relevant technical and business work experience.
* In-depth experience in Windows; Microsoft products; Cloud-computing, Internet and Administering multi- serve multi- protocol (TCP/ IP & IPX); Windows NT local area network.
* Work experience in a big international development organization
 | * Essential
* Essential
* Preferred
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| **Work Environment** | Work with a minimum of supervision (work virtually with the line manager) |
| **Core Competencies** | **Be Safe and Resilient:** I take care of my personal well-being and support others to do the same. |
| **Build Relationships:** I treat others with empathy and respect so that trust grows and we can speak the truth with love. |
| **Learn and Develop:** I create opportunities for myself and others to grow, strengthen competence and improve performance. |
| **Partner and Collaborate:** I engage and influence networks of people beyond my role to make a bigger difference than we could alone. |
| **Deliver Results:**I focus on and help achieve the things that matter most, with clear evidence of my contribution |
| **Be Accountable:**I exercise wise stewardship showing sound judgment and integrity in the decisions and choices I make. |
| **Improve and Innovate:**I seek and discover new and better ways of doing things, solve problems, and turn ideas into action. |
| **Embrace Change:**I approach change and the opportunities it offers with openness and courage and I encourage others to do the same. |