



CARE International is a global NGO working to end poverty and achieve social justice. We rebuild and improve the lives of the most vulnerable groups, especially women and girls who are often the most marginalised individuals in their communities and face unequal access to social and economic rights. In 2024, CARE worked in more than 100 countries around the world, implementing 1,036 poverty-fighting development and humanitarian aid projects, and reached more than 68 million people directly and 401 million people indirectly.

## **JOB ADVERTISEMENT**

### **Senior IT Officer**

### **1 position based in Vientiane Capital**

#### **Job Summary:**

The Senior IT Officer is responsible to support CARE Laos in the Management Information Systems functions. This includes the management and administration of day-to-day operation of CARE Laos information systems: network and server administration and security, support of internet communication technology, software and hardware maintenance and user support and training in both Country Office in Vientiane Capital and Project Offices.

This position directly provides and support to the IT Focal points in the CARE Laos field offices and report to the Administration Manager. The Senior IT Officer will work closely with CARE USA IT unit.

This position is based in Vientiane Capital, with travel required to other sites.

#### **JOB RESPONSIBILITIES**

##### **1. Information Technology**

- Act as the lead of IT technical person for CARE International in Laos and work closely with CARE USA in identifying IT related problems and solutions;
- Responsible for ensuring IT, storage and database systems are in place and all key documentation and archives are up-to-date and accessible.
- Provide IT trouble shoots for staff upon their requests;
- Ensure Internet connection monitoring;
- Maintain the CIL Website and update all the functions;
- Maintain Server and Network installation and configuration;
- Organise Software & Hardware installation;
- Ensure IT quarterly maintenance;
- Ensure Hardware checking and status conformation in clouding the IT equipment handed to government under each project;
- Ensure specification checking for all new equipment according to relevant procurement;
- Ensure all software installed in each PCs comply with the minimum requirement of CARE USA policies.
- Provide specification counselling to staff in any purchase plan;
- Provide technical support for IT focal point in other provinces;
- Coordinate with ISP provider in term of the technical part;
- Coordinate with IT CARE USA for any software updated and hardware replacement;
- Maintain IT Network diagram update (documentary for IT CUSA and IT CIL); and
- Responsible for ensuring the network system and server are working and accessible.

## **2. SYSTEM SUPPORT:**

- File Server: Set and make sure the share drive can be accessed by staff and appropriate permission rights are configured;
- Maintain and edit the share drive (Central e-Filing System) as required;
- Administer CARE IT and network system to ensure the usage are in line with CARE policy;
- E-Mail: coordinate with CARE USA to vacillate email addresses and access;
- Ensure that all Microsoft and other systems are installed with the latest security and stability patches;
- Backups: Ensure the file server and system backups are working properly;
- Ensure that the telephone and printing system are working properly and set up new extension for new staff if needed;
- Provide regular reports to management on system coverage capacities, issues, availability, performance and security.
- Maintain CARE website and coordinate with Communication team to ensure contents are relevant and updated.

## **3. SUPPORT STAFF:**

- Vientiane Office support: Fix PCs problem or Network, Internet and other support as required;
- Field Offices support: Visit field offices to provide IT support as needed and write trip report of results. After visit, support virtually and give necessary advice;
- Advise and direct on the selection and purchase of IT Equipment based on standards;
- Set up and configure IT and communication equipment to standard configurations;
- Computer maintenance: Fix and provide overall oversight of all CARE IT hardware, Server maintenance as required;
- Internet: Monitoring office network to be sure it is working well and stable;
- Uphold CARE's Safeguarding Policy and Safeguarding Code of Conduct;
- Must read the Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct.

## **4. CAPACITY BUILDING**

- Identify training needs and recommend trainings for project staff and partners to increase staff and partner understanding IT and relevant policy and procedures;
- Work with IT focal point in field provinces to ensure that adequate IT set up and support is provided to staff;
- Conduct orientation for new staff;
- Ensure all staff receive relevant IT training that is required as part of CARE policy;
- Disseminate the CARE IT system use policy to staff;
- Provide short training course about IT for staff.
- Support training and skills development support to all staff and partners.

## **EXPERIENCE AND QUALIFICATIONS:**

Required: Bachelor's degree in information technology or equivalent.

### **Experience/Technical Skills**

#### **Required:**

- Minimum 4-years relevant work experience in IT activities, preferably with an International Non-Government Organization (INGO) and/or private company.
- Demonstrated high level organisational and time management skills, including the ability to plan and manage workflows and balance competing priorities to ensure timely processing to meet deadlines in a complex environment.
- Demonstrated strong leadership, decision making, problem solving, planning, analytical and influencing skills.
- Demonstrated characteristics in honesty, reliability, trustworthiness with the ability to maintain confidentiality.
- Representational skills including developing networks and relationships with key stakeholders.
- Fluent oral and written communication skills in Lao and intermediate in English; and
- Fully conversant in Microsoft Office with knowledge in Microsoft Word, Power Point and Excel.

### **APPLICATION SUBMISSION:**

Qualified candidates should submit a CV and a letter of application. Please indicate the name of position that you are applying for and email to [LAO.Jobs@care.org](mailto:LAO.Jobs@care.org). Deadline on Friday **11 October 2024**. **The detailed Job Description can be provided upon request.**

•*CARE is an equal opportunity employer committed to a diverse workforce. Women, ethnic minorities and people with disabilities are strongly encouraged to apply.*

•*CARE Laos has zero tolerance approach towards sexual harassment, exploitation and abuse, and child abuse towards any person including our staff, representatives, partners, programme participants and members of the community where we work. We expect all staff, partners and related personnel to share this commitment by understanding, abiding by and working within the CARE International Safeguarding Policy and related framework at all times whilst representing CARE. and imbed child protection in all we do;*

•*CARE Laos participates in the Inter-agency Misconduct Disclosure Scheme (MDS). CARE Laos reserves the right to seek information from job applicants' previous employers about incidents of sexual exploitation, sexual abuse and/or sexual harassment, and/or child abuse. The applicant may have been found guilty to have committed or about which an investigation was in the process of being carried out at the time of the termination of the applicant's employment with that employer. By submitting the application, the job applicant confirms that s/he has no objection to CARE Laos requesting the information specified above; and*

•*As well as pre-employment checks, CARE Laos will use the recruitment and reference process to ensure potential new staff understand and are aligned with these expectations.*

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(Only shortlisted candidates will be contacted for an interview. CVs and other documents submitted to CARE will not be returned).