

JOB ANNOUNCEMENT FOR LAO NATIONAL ONLY



MAG is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their gender, disability, ethnicity, or religious belief.



MAG has been working in Lao PDR since 1994 and delivers responsive and impact-driven solutions that enable people affected by Unexploded Ordnance (UXO) to develop their futures in a safer environment. This is achieved by mitigating the effects that UXO has on the livelihoods, health, and economic and social development of the communities and people in the provinces of Xiengkhouang and Khammouane.

IT Support and Training Officer Xiengkhouang Province

Job Purpose:

The IT Training Officer will play a crucial role in supporting MAG's IT operations in Laos. This position will be responsible for developing, delivering, and evaluating IT training programs for MAG staff.

Main duties and responsibilities:

Provision of Training Support

- Conduct regular assessments to identify the IT training needs of MAG staff at all levels, including field teams and office personnel.
- Develop and maintain comprehensive IT training curricula, covering topics such as computer hardware and software, network fundamentals, cybersecurity, and data management.
- Deliver IT training programs effectively, using a variety of instructional methods, including classroom sessions, hands-on workshops, and online resources.
- Monitor and evaluate the effectiveness of IT training programs, collecting feedback from participants and making necessary adjustments to improve outcomes.
- Maintain a repository of IT training materials and resources, ensuring they are up-to-date and accessible to staff.
- Provide technical assistance and troubleshooting support to MAG staff on IT-related issues.
- Contribute to the development of IT capacity within MAG Laos, supporting the implementation of IT systems and processes.

Other:

- **Technical Support:** Provide first-level technical support to MAG staff, addressing hardware, software, and network issues.
- **Troubleshooting:** Diagnose and resolve IT problems, including hardware failures, software conflicts, and network connectivity issues.
- **User Assistance:** Assist users in utilizing IT systems and applications effectively, providing guidance and training as needed.
- **Hardware and Software Maintenance:** Perform routine maintenance tasks on IT equipment, including software updates, virus scans, and hardware replacements.

- **Network Administration:** Assist in the management and maintenance of the organization's network infrastructure.
- **Inventory Management:** Maintain an accurate inventory of IT equipment and software licenses.
- **Help Desk:** Manage the IT help desk, responding to support requests in a timely and professional manner.
- **Travel:** Undertake travel to Vientiane and Khammouan provinces as required to provide on-site IT support and assistance to MAG staff.
- **Flexibility:** Be willing to fulfill any other duties as assigned by the line manager, in support of MAG's objectives.

Requirements and Qualifications

Essential Qualifications

- Diploma or bachelor's degree in computer science, Information Technology, Network Management or a related field.
- Good skills in operating systems, expertise in network equipment and software package such as Windows 10 or 11, Office 365.

Essential Experience

- Proven experience in delivering IT training programs to a diverse range of audiences.
- Experience working in a humanitarian or development context.

Essential Skills and Knowledge

- Strong knowledge of IT hardware, software, and networking concepts.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Proficiency in relevant IT tools and applications (e.g., Microsoft Office Suite, remote access tools).
- Ability to work independently and collaboratively in a team.
- Fluency in English and Lao.

Essential Aptitude

- Ability to adapt to a fast-paced and dynamic work environment.
 - Strong attention to detail and organizational skills.
 - A passion for teaching and sharing knowledge.
- The ability to break down complex technical concepts into simple, understandable terms

Equal opportunity and Safeguarding:

As part of MAG's commitment to safeguarding, this post is subject to background checks before an offer of employment is confirmed. MAG is committed to the principles of diversity, equity and inclusion and is an equal opportunities employer. If you think you would be suited to one of our roles, we would welcome your application regardless of your background. We strive to provide an inclusive and supportive working environment where all employees feel respected and supported in fulfilling their potential.

All aspects of employment and recruitment, whether this be as an initial hire or an internal promotion, will be based on merit, qualifications, competence, performance and organisational needs. **MAG (or any party associated with MAG in the process of recruitment) does not charge a fee (or accept any gifts or favours) at any stage of the recruitment process (application, interview meeting, processing)**, if you have any concerns in this area these should be reported to mobile phone/WhatsApp number **020 5558 2523**, and email: safeguarding.la@maginternational.org

❖ Terms and Conditions

MAG Lao PDR offers a professional work environment, a competitive monthly salary and benefits, and opportunities for training and promotion through our professional development policy.

Application procedure for the positions

- Please apply through this link: <https://forms.gle/rqWhtRibFX3NCee8>
- Any inquiries please contact: **021 251 849/ 252 004**.

The closing date for applications: before 4:00 pm of 09th June 2025

Late applications will not be accepted.

Only short-listed candidates will be contacted for interview.