

Job Specific Information	
Job title:	IT support (Part-time)
Reporting to:	HR and Operations Manager
Project Contract Duration:	1 year
Expected Start Date:	1 September 2026
Duty Station:	Vientiane
About SNV SNV is a global development partner, deeply rooted in the countries where we operate. We are driven by a vision of a better world: A world where across every society all people live with dignity and have equitable opportunities to thrive sustainably. To make this vision a reality, we need transformations in vital agri-food, energy, and water systems. SNV contributes by strengthening capacities and catalysing partnerships in these sectors. We help strengthen institutions and governance, reduce gender inequalities and barriers to social inclusion, and enable adaptation and mitigation to the climate and biodiversity crises (SNV themes). Building on 60 years of experience we support our partners with technical and process expertise and methodological rigour. We do this in more than 20 countries in Africa and Asia with a team of approximately 1,600 colleagues. By being adaptable and tailoring our approaches to these different contexts, we can contribute to impact at scale, resulting in more equitable lives for all. Our CARE principles—Committed to Impact, Adaptive to Context, Respecting Differences, and Expertise in Practice—are at the heart of who we are and the work we do. These principles are embedded in our vision, mission, and strategy, which serve as our compass guiding us towards 2030. For more information on SNV, please refer to our website: www.snv.org.	
Main Responsibilities:	
• Install, maintain, and troubleshoot all approved end-user computer hardware and software. • Assist with installing, maintaining, and administering network security, office connectivity, telecommunications, and related office technology components. • Contact vendors or access online technical support to troubleshoot issues and/or obtain updates. • Respond to user software problem calls onsite, remotely over the phone, via email or other messaging methods. • Document, track, and monitor problems reported by users to ensure resolution and monitor for trends that can reduce future support issues. And coordinate with the SNV Global ICT team on any major IT issues • Facilitate the onboarding of new users, train them on the Startup and basic use of desktop software programs, and access to corporate systems in coordination with the global ICT team. • Facilitate the departure of users and follow IT policies for the disposition of their data and workstation re-use. • Maintain hardware and software inventory of end-user computing devices and related accessories. • Maintain an awareness of the methods and tools required to protect computing devices from security threats, help monitor the computing environment for incidents that put systems at risk and assist with mitigating threats.	

- Understand technology computing/IT policies and assist with their implementation and compliance.
- Provide backup support to another IT Specialist as needed.
- Maintain SNV IT use policies and information security procedures

Additional Requirements:

- Working with multiple IT teams in different time zones. Working effectively independently and in a team-oriented, collaborative environment is essential.
- Be available on call for emergencies as needed.
- Perform other IT duties as needed.
- Language: English proficiency a plus.

Qualifications and Competencies:

- Bachelor of Science in Computer Science or Information Technology or a related field with 3+ years of experience in technology.
- Experience with MS Office 365 Software, Google, Windows, and Apple environments.
- At least 3+ years in customer support.
- At least 4 years' experience in installation/managing of firewalls/switches and Access Points (Wi-Fi)

Submission Process

Interested candidates are invited to submit a detailed proposal, including their qualifications, proposed methodology, work plan, and financial proposal, via the SmartRecruiters platform <https://smrtr.io/zXCwf> no later than 31 July 2026.

Only shortlisted candidates will be contacted.