
Job Description IT Officer, Graphic Designer/Photographer

ABOUT US

With more than 30 years of experience, Cowater is Canada's global leader in management consulting services specializing in international development. Cowater is managing the Australia-Cambodia Cooperation for Equitable Sustainable Services (ACCESS) Program. ACCESS is a three-year (2018-2021) Australian Government initiative to improve the sustainability, quality and inclusiveness of services for persons with disabilities and for women affected by gender-based violence (GBV) in Cambodia. ACCESS reflects Australia's strong commitment to supporting human rights, gender equality and disability-inclusive development in our region. ACCESS works in partnership with the Royal Government of Cambodia to support the implementation of the National Action Plan to Prevent Violence Against Women (NAPVAW) and the National Disability Strategic Plan (NDSP).

SUMMARY OF POSITION

Cowater International Inc. is recruiting an IT Officer, Graphic Designer/Photographer to support a DFAT- Australia funded development initiative in Cambodia, which aims to improve budget processes and increase the accessibility of services for persons with disabilities and for women affected by gender-based violence (GBV).

Reporting to the Deputy Team Leader, (within the Communications Portfolio) the IT Officer, Graphic Designer/Photographer will undertake a critical role in maintaining an efficient and timely level of IT support services and infrastructure environment across the program, and responsible for Graphic Design communication materials and photographic requirements across the program.

KEY RESPONSIBILITIES

- Assist the Deputy Team Leader with the daily management and operation and administration of Internet, email and any future associated Microsoft virtual server infrastructure, monitoring and maintenance of electronic back-up systems, software patching and audit of event logs and maintenance of associated IT infrastructure.
- Ensure compliance with ACCESS back-up procedures and maintenance of system logs.
- Maintain the suitability and availability of ICT equipment within the ACCESS office.
- Track and log all ICT assets in accordance with ACCESS asset management procedures and in collaboration with the finance team.
- Responsible for the administration and maintenance of the local area network, including infrastructure, firewalls, switching, patching, and general maintenance.

- General desktop support duties including software installation, hardware maintenance and laptop troubleshooting across the program.
- Ensuring maximum availability of network infrastructure including servers, workstations, email, Zoom meeting technologies, network storage, phone system and other network services.
- Administration of Microsoft servers including applying software updates and configuration changes;
- Maintain ACCESS shared files system using Dropbox software technology.
- Assist the Communications Specialist with any ACCESS website troubleshooting needs.
- Responsible for taking photographs and final photo editing, as pre-agreed and approved by the Deputy Team Leader.
- Responsible for graphic design materials across program initiatives, as pre-agreed and approved by the Deputy Team Leader.
- Responsible for all IT infrastructure requirements for all pre-agreed ACCESS key events, including technical support for program personnel using remote meeting technologies such as Zoom Meetings.
- Ensuring network integrity and security by monitoring network usage, maintaining firewall configuration and ensuring antivirus software is up to date;
- Performing system backups and test restorations;
- Maintenance of software licenses and hardware asset register;
- Maintaining a standard and current operating environment (SOE) for desktops and laptops;
- Contribute to the development and management of long-term IT plans, budget and services, ensuring delivery of effective information technology systems;
- Indicate IT risks and along with the business develop, maintain an effective risk mitigation plan;
- Contribute to the development of IT policies and guidelines;
- Undertake any other duties as reasonably directed by the Deputy Team Leader.

JOB REQUIREMENTS

Education:

- Minimum Technical degree or diploma in Computers and Information and/or equivalent professional experience.

Minimum Experience:

- At least 2-3 years of work experience in similar position – Experience working under previous development programs will be highly regarded.

Essential Skills:

- Experience and/or knowledge of various networking systems concepts including email, firewall, client- -servers, network security, network protocols, etc
- Strong support knowledge of PC hardware, Microsoft operating systems, MS Office Suite, and Internet, Graphic Design software, and photography taking and photo associated software.
- Technical desktop/editing/publishing/graphic design skills along with knowledge and application of remote meeting technologies such as Zoom;
- Ability to perform to a high standard and deliver high quality outputs;
- Ability to work collaboratively in a team environment, delivering quality within given timeframes;
- Open-minded, familiar working with people from diverse backgrounds; and
- Strong English and Khmer language skills, both written and spoken.
- Relevant professional certificate such as ITIL or support management is an advantage.
- Familiarity with working with donor-funded programs and government is an advantage;

Job Location : Phnom Penh, with travels to the provinces depending on job requirement

Schedule : Full-Time

Salary : As per experience and salary grid

Closing Date : September 11th, 2020

How to apply : Please send your cover letter and CV to jobs@accesscambodia.org and call to 012 876 549 if you have any question regarding to the application.

Cowater International Inc. promotes equal opportunities for all. We welcome and encourage applications from women and from persons with disabilities. Candidates are encouraged to apply before the closing date provided as applications will be assessed as they are received. Only applicants shortlisted for interview will be contacted.