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Médecins Sans Frontières (MSF / Doctors without Borders) is an international medical humanitarian not-for-profit organization. MSF provides assistance free of charge to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict. MSF has been working in Myanmar since 1992 and is currently providing healthcare in Kachin, Rakhine and Shan states, as well as Yangon and Thanintharyi regions.

Vacancy Announcement No. YC 24050301

Job title:	Information Systems Specialist – ICT
Job location:	Yangon Coordination Office
Accountable to:	Mission Technical Referent – ICT
Base Salary:	1,470,000 MMK
No of Position:	1
Duration:	Initially 1 year with possible extension

MAIN PURPOSE OF THE POSITION:

Carrying out assessments and ensures the implementation, maintenance and monitoring of all IT and tele-communications system according to MSF standards and protocols in order to ensure an optimal running of the projects and the efficient use of the systems and equipment. Regular visits to the field sites is mandatory to execute onsite technical support, training of users in order to enhance the project system's effectiveness and reliability (development, check-up, deployment of applications, systems or new ICT standards, etc.)

Together with the project Logistics team, analyses the ICT needs of the projects, develop a draft proposal for ICT budget, and designs an adapted strategy aiming to improve the quality of services related to information and communication technology.

ACCOUNTABILITIES:

- Region of Responsibility: (Coordination & Shan)
- S/He will be accountable to provide technical support for all MSF offices throughout the mission.
- Support and troubleshoot the day-to-day end user problems and technical issues from Coordination office and act as second line support for Shan project
- Regular visits to project's sites to provide support, in terms of training, maintenance, installation and follow-up on Cyberkits and other ICT devices.
- Be ready to travel for troubleshoot of technical problem for ad-hoc and urgent incidents occur at the field sites.
- Responsible for briefing of incoming staffs on the ICT policy and the use of ICT and Communications equipment in Coordination office.
- Act as a backup IT focal point of contact (remote) if the other ISS are absence.
- Install, Assess and fix routine hardware and software breakdowns and issues upon request in coordination office as first line support and second line support for Shan project
- Identify and implement Information management practices to enhance the mission system's effectiveness and reliability (development, checkup, deployment of applications, systems or new ICT standards, etc.).
- Comparing quality of equipment, software and internet providers/services, in order to optimize buying decisions and to ensure local assistance.
- Gives functional support on MSF department specific software: Unifield/ Fuchia / Homere.
- Maintains the equipment sign out sheet and ensures users sign liability contract.
- Maintains inventory list and small stock of ICT and communications equipment at coordination level.
- Reporting on ICT issues regularly to Technical Logistics Manager and on monthly basis to MTR-ICT.
- Participating in monthly reports for Coordination office according to guidelines (Logistical Reporting Tool).

You are offered the opportunity to work with the world's largest medical humanitarian organization and work with very experienced colleagues in a highly professional working environment. Please learn more about MSF and our charter on our website: www.msf.org

- Track all occurring issues on a daily bases, analyze and take corrective measures, for example through improved user trainings.
- Regular security and service pack updates of MS office and Windows for mission computers.
- Follow and ensure implementation of the Myanmar Mission ICT and Communications policy.
- Performing any other relevant tasks assigned by his /her supervisor as necessary.
- Flexibility to work afterhours as needed in the field of his/her responsibility.

REQUIREMENTS:

Education	Must have bachelor degree (any graduated) and formal IT technical training. Certifications in the domain would be an asset.
Experience	<ul style="list-style-type: none"> • Preferably 3-5 years of proven experience in IT or technical functions. • Desirable experience in INGO. • Desirable experience in administration of (Microsoft Servers, Hyper-V, Office 365, Fortinet Devices.)
Languages	Essential technical English
Knowledge	<ul style="list-style-type: none"> • Expertise in latest version of Microsoft Operating System and business applications (Office 365) • Good knowledge of computer hardware and maintenance processes, network theory and their respective protocols, main email systems, IT security best practices and IT service management tools (ITSM) • Understanding in Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V) • Understanding of radio telecommunication concepts (HF, VHF, GSM, Satellite) • Teaching and supporting skills
What we offer is:	
<ul style="list-style-type: none"> • Basic Salary of 1,470,000 MMK (40 hours per week), with regular salary benchmarking updates; • 13 months bonus; • Loyalty increment; • All gazetted public holidays as paid off-days, • 16 paid leaves days (including 6 casual leaves) on an annual basis; • Excellent health care package for staff, spouse and children; • Extensive local, international and online training opportunities; • Extra Allowances (if applicable); Per Diem and travel allowance etc; 	

HOW TO APPLY:

Please send your **application letter** in English detailing how you understand this role and how you consider fulfilling the requirements for this position (reference to the profile described above must be made), **CV** and **passport-sized photo**, **copies of education qualifications** and **references** to:

Attention:

HR Coordinator

MSF-Holland (Yangon Coordination Office)
No. (70/B), Parami Road, Parami Ward,
Yankin Township, Yangon.

Email: myanmar-jobs@oca.msf.org

Not later than, **Monday, 13th May 2024.**

- Please clearly mention the announcement number "YC24050301" and job title "Information Systems Specialist - ICT" in the Subject line.
- If you apply online, please send email applications in Microsoft word or PDF format.
- Applications that do not meet **these criteria or are incomplete** will be disregarded and only the shortlisted candidates will be contacted.
- MSF is committed to achieving workforce diversity in terms of gender, nationality and culture.

MSF employees on a full-time contract are not permitted to work for any other employer than MSF. All candidates who are applying for a full-time job committed themselves that after being hired by MSF, MSF will be the only employer.