

**PEACE AND DEVELOPMENT INITIATIVE-Kintha (PDI-KINTHA)
Vacancy Announcement**

Position Title	:	Information Technology (IT) Assistant
Number of Post	:	1 post
Type	:	Full Time; 12 months contract
Report to	:	Administration Coordinator
Duty Station	:	Sittwe, Rakhine State
Benefit Packages	:	Benefit packages will be attractive
Application Deadline	:	February 15, 2021, 17:30 pm
Start date	:	As soon as possible

About PDI-Kintha

The Peace and Development Initiative – Kintha (PDI-KINTHA) was founded in 2013 in response to outbreaks of communal violence in 2012 and the more organized anti-Muslim violence that followed. Initial projects and activities sought to address the deepening religious and ethnic divisions that followed.

Early on, we focused much of our energy on building trust not only between communities affected by conflict, but also between community members and our staff. Through sports, music, and art activities we sought to transform attitudes driving conflict, raise awareness of issues underlying the conflict, and build skills to transform conflict.

We work with conflict-affected populations from central and northern areas of Rakhine State; however, following military clearance operations in August 2017 that lead to an exodus of over 600,000 people to Bangladesh and the subsequent barriers to access, we were forced to adjust the geographic focus area of some of our projects. We currently have 46 staff members implementing peace building, education, and social cohesion activities in Sittwe, Buthidaung, Kyauk Taw, and MraukOo townships (of central and northern areas of Rakhine State) as of January 2019.

Position Summary

The IT Assistant is responsible for first line technical support for information technology system management and report to the Administration Coordinator. The post holder will provide support the field offices IT related issues through sites visits, phone and e-mails. The post holder will provide technical inputs to the monthly, quarterly, and annual IT plan and capacity building of staff as required.

Duties and Responsibilities

- Assist in the implementation of PDI-Kintha policies and procedures
- Supporting the vision, mission, goals and values of the organization in all areas of the job as best able.
- Provide the IT supporting to office computers, printers, and other related equipment, if need of service is higher than assigned level, accordingly consider and escalate.
- Configuration of Hardware and setup according to the set office standards

- Carry out installation, configuration, routine preventive maintenance/checks and any necessary repair of, and support and troubleshoot problems with, all IT hardware equipment and computer accessories/peripherals
- Assist to budgeting and forecasting in relation to IT equipment upgrade and disposal plan
- Assist and contribute in creating IT and Data Management policy
- Follow up with technical issues and errors that employees face on a daily basis
- Maintain, monitor and upgrade the website, Facebook Page, and other computer related accessories
- Make the video clip and audio auditing for the project and office activities
- Create and make the design for photos to use on social media, invitations for the events, training certificates, layout designing for research papers and reports and certificate of honor.
- Monitor and maintain on storage devices, structure cabling within main office and field offices, electrical equipment such as wireless access point, switch and router in coordination from the field offices and administration coordinator
- Appropriately coordinate with IT service provider
- Ensure all hardware maintenance is regularly and properly carried out
- Other duties as assigned

Skills and competencies requirements

The candidate should have the following skills and competencies.

- At least 2 years' experience as computer technician and/or supporting computer networks
- Preferred University graduate of Computer Science and/or other relevant courses
- Previous experience as a help desk technician, computer technician, or IT support
- Ability to troubleshoot and resolve multiple issues
- Experience working with network and server management support
- Up-to-date knowledge of new systems, information, software, and upgrades
- Fluency in Burmese Language and strong competency in English Language
- Able to create positive/supportive working environment
- Able to work with diverse ethnic and religious groups
- Independent, self-motivated and reliable in carrying out professional duties
- Highly organized, hardworking and results oriented
- Good interpersonal and communication skills and ability to work as a member of a team
- Ability and willingness to perform assigned tasks and duties under time pressure.
- Willingness to work overtime as the situation demands
- Strong passion and commitment for the values, vision and mission of PDI-KINTHA
- Able to communicate clearly and effectively with colleagues and external partners

How to apply

Applicants should send their CV/resume and a ONE PAGE cover letter explaining their interest in the position and why they are qualified. Applicant must also provide the contact information of TWO professional references. The deadline for submitting application and related documents (Microsoft Word or pdf Version) is by Monday, February 15, 2021 to recruitment@kintha-pdi.org .

Only shortlisted candidates will be notified for a personal interview.