



# *Mekong River Commission*

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## **JOB DESCRIPTION**

Job Title	<b>Information Technology (IT) Assistant</b>
Division	Administration Division
Level	M9
Report to	Director
Job Code	Job No. GS015.AT
Date of verification (JD)	March 2016
Duty Station	Office of the Secretariat in Vientiane, Lao PDR

### **The Mekong River Commission**

The Mekong River Commission (MRC) was established by the 1995 Agreement on Co-operation for the Sustainable Development of the Mekong River Basin, between the governments of Cambodia, Lao PDR, Thailand and Viet Nam. The role of the MRC is to coordinate and promote cooperation in all fields of sustainable development, utilization, management and conservation of the water and related resources of the Mekong River Basin.

The MRC Secretariat is the operational arm of the MRC. It provides technical and administrative services to the Joint Committee and the Council to achieve the MRC's mission.

#### **VISION for the Mekong River Basin:**

An economically prosperous, socially just and environmentally sound Mekong River Basin

#### **VISION for the Mekong River Commission:**

A world class, financially secure, International River Basin Organisation serving the Mekong countries to achieve the basin Vision

#### **MISSION of the Mekong River Commission**

To promote and coordinate sustainable management and development of water and related resources for the countries' mutual benefit and the people's well-being

## **MRCS values**

- Integrity
- Transparency
- Mutual respect
- Professionalism
- Accountability
- Results orientation

### **1. Job Summary / Job Statement**

The IT Assistant is responsible for maintaining MRC computer hardware and software at the MRCS. S/he also assists the Maintenance Technician in the management of the MRCS fixed assets, especially IT equipment.

### **2. Main tasks and responsibilities**

Under the management direction of the Division Director and technical guidance of the IT Officer, the incumbent performs the following duties:

#### **IT Management**

- Assist the IT Officer in ensuring the proper functioning of the information technology hardware and application software in MRC, which includes:
  - Network Administration (Microsoft Server);
  - MRC Email system administration (Microsoft);
  - MRC Web server administration;
  - MRC website maintenance;
  - Financial Information Management System Administration;
  - MRC Intranet administration
- Keep abreast of the development within hardware and software and introduce upgrades and new developments where feasible; Monitor and recommend system and hardware to ensure state of the art information technology environment organization, such as:
  - Arrange for timely repair or replacement of computer parts;
  - Assign computers and accessories to users as required, and install software and network connections;
  - Ensure that backup copies of important databases and files are routinely made;
  - Assist users in transferring, storing, and retrieving data;
  - Upgrade and develop existing in-house software as required;
  - Maintain and administer network, software, hardware and LAN/WAN infrastructure at the MRCS;
- Provide helpdesk support and online support to the whole IT team and to MRCS staff in the duty station;

- Provide IT services to MRC governance meetings when required;

#### **Fixed Assets Management**

- Support the Maintenance Technician (OSV) during the annual physical surveys of MRC's fixed assets (IT equipment), and in other related tasks;

#### **Other tasks**

- Implement other functions under the IT Officer when s/he is absent; and
- Perform other duties related to post as required.

### **3. Scope of Authority**

- Supervision requirements:** The incumbent does not supervise any staff.
- Level of autonomy:** Decision making follows defined procedures. The position does not administer a budget.
- Level of problem solving required:** Problem solving is often based on pre-determined methods, but initiative and problem solving skills are required.
- Level and type of communications required:** Communications are wide, within and outside of the organization, and include routine written communications.

### **4. Qualification requirements**

Certificate	Bachelor degree in Computer Science or equivalent combination of education, training and experience
Additional certificates	<ul style="list-style-type: none"> <li>• TOEIC certificate with 400 points and over is required. An equivalent internationally recognized certificate may also be considered.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Five years of experience in network support and computer maintenance, preferably in an international organisation or large organization;</li> <li>• Documented experience with the following application software: Microsoft Windows (7,8 or 10), Microsoft Office 2007, 2010 or higher, experience with Windows Server 2008 or 2012 and Linux Server and Anti-virus software;</li> <li>• Experience in developing web and database applications is a plus</li> </ul>

### **5. Competencies**

<b>Knowledge</b>	<b>Level (1-3) 1 = Required 2 = Desirable 3 = Optional</b>
Application software (Microsoft Windows (XP professional and Vista), Microsoft Office 2003, 2007 or higher, Windows NT Server and Anti-virus software, ...)	1
Microsoft Dynamics NAV is an advantage	3
Web development and maintenance	1

Linux server administration	1
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<b>Skills</b>	Level (1-3) 1 = Required 2 = Desirable 3 = Optional
Good command of written and spoken English	2
Good verbal communication skills	2
Demonstrated good service minded and customer-focused	1
Knowledge of other riparian language is an advantage	3

<b>Attitudes</b>	Level (1-3) 1 = Required 2 = Desirable 3 = Optional
Be resourceful and proactive in dealing with issues that may arise	1
Commitment to continuous learning	2
Ability to work and cooperate in an international environment	2

**6. Remuneration**

The remuneration package, subject to change, includes (i) annual net base salary exempt from tax by Lao authorities, starting at US\$ 12,898 (M-9, step I); (ii) MRC's contribution to staff member's Provident Fund of 14% of basic salary upon completion of 3 years in service; (iii) Contribution of MRC to Health and Accident insurances (on shared basis with employee); (iv) other entitlements and benefits such as dependency allowance, 6 weeks' annual vacation; sick leave, maternity leave etc.

THE MRCS RESERVES THE RIGHT TO APPOINT A CANDIDATE AT A LEVEL LOWER THAN THE ADVERTIZED LEVEL OF THE POST.

**7. Remarks**

- The Job Description is subject to revisions by the MRC.

**8. SIGNATURES**

Job Incumbent: \_\_\_\_\_ Date: \_\_\_\_\_