Mekong River Commission

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JOB DESCRIPTION

Job Title	**IT and Flood System Assistant**
Division	Technical Support Division
Level	M9
Report to	Director
Job Code	GS023.T/T
Date of verification	April 2016
Duty Station	MRC Regional Flood Management and Mitigation Centre – Phnom Penh, Cambodia

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 jobholder is responsible for providing IT/systems related support for the routine functions and further improvement of the MRC's Regional Flood Management and Mitigation Centre (RFMMC)'s internal systems of river flood forecasting and flash flood guidance, as well as for the day-to-day presentation of the RFMMC's river flood forecasting and flash flood guidance systems products on the MRC website, dissemination of flood and drought data and information through the MRC website, e-mail, and if required through other means. S/he also assists the IT team under the Administration Division in the day-to-day function of maintaining computer hardware & software, establishing and updating the OSP IT system. S/he also participates in the activities related to information technology such as hardware, software, and LAN infrastructure at the OSP and communication facilities between the OSP and OSV.

2. Main tasks and responsibilities

A. Tasks related to FMMP/RFMMC daily operations, software and hardware requirements and developments:

Under the management direction of the Technical Support Division's Director and technical guidance of the River Flood Forecasting Specialist, the incumbent performs the following duties:

- Constantly monitor the proper function of system to receive the rainfall data and water level information
- Constantly monitor the proper presentation of flood data and information on the flood pages of the MRC website;
- Establish new systems and related applications, as required by the RFMMC, flood forecasting and river monitoring team, and other concerned parties;
- Provide necessary assistance to the forecasting and river monitoring team to maintain and update forecasting websites, forecasting data, and other related matters;
- Support the flood forecasting team in the process of updating, developing and improving the new Mekong River Flood Forecasting System (FEWS-URBS-ISIS-Regression);
- Provide technical assistance to the RFMMC's flood forecasting team in the use of the software for Satellite Rainfall Estimate (SRE), Tropical Rainfall Measuring Mission (TRMM) and Hydro-Estimator (HE) for verification;
- Update and maintain the GTS connection between the Department of Meteorology of Cambodia and the RFMMC for GTS data for running new flood forecasting system and the flash flood guidance system;
- Provide IT support to the Technical Gatherings/Workshops and Annual Mekong Flood Forums (AMFFs) and work closely with the organising team in producing event materials;
- Provide all necessary technical assistance to the RFMMC and national Line Agencies of the MRC's Member Countries in updating, maintaining and operating HydMet data exchange and transfer for flood forecasting and river monitoring; and
- Perform other duties related to post as required.

B. Tasks related to general OSP IT infrastructure and functionalities:

Under the technical guidance of the IT Officer of the Administration Division, the position provides support to:

- Maintain and update hardware, software, and LAN infrastructure at the OSP and communication link/facilities between the OSP and OSV;
- Ensure proper functioning of the information technology hardware and software at the OSP, which includes network service client system administration (Microsoft Windows Servers), MS Exchange Email Server, Client System, and others elated issues;
- Ensure that all systems and applications are functioning properly and take immediate steps to remedy problems encountered;
- Keep abreast of the development within hardware and software. Introduce and upgrade new developments where feasible. Moreover, monitor and recommend systems and hardware to ensure state-of-the-art information technology environment in the OSP;
- Monitor the physical presence of all hardware and software and recommend disposal and upgrade to be in line with the established policies within the OSP;
- Ensure that the IT policies and procedures established are proper and implement them throughout the OSP;
- Assist in the identification of the needs, and the development of in-house applications such as financial monitoring systems and databases;
- Upgrade and develop existing in-house software as required; and
- Implement other functions of the other IT Assistant under the Administration Division when this person is absent;
- Perform other duties related to the post as required.

3. Scope of Authority

a. ***Supervision requirements:*** The incumbent does not supervise any staff.

b. ***Level of autonomy:*** Decision making follows defined procedures. The position does not administer a budget.

c. ***Level of problem solving required*****:** Problem solving is often based on pre-determined methods, but initiative and problem solving skills are required.

d. ***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 a combination of education, training and experience
Additional certificates	▪ TOEIC certificate with 400 points and over is required. An equivalent internationally recognized certificate may also be considered.

Experience	▪ Minimum 5 years of working experience in similar roles and responsibilities; ▪ Highly experience with hardware, software, applications currently using by organization in the operation and maintenance of Microsoft Windows operating platform and Microsoft office and open source platform; • Highly experience with LAN and WAN Network Administration; MS Window Server 2008 and 2012,, Linux Server Administration, Anti-Virus Protection, and MS Outlook Email Client; • Minimum 3 years of working experience in Software and Web Development

5. Competencies

Knowledge	Level (1-3) 1 = Required 2 = Desirable 3 = Optional
Application software and Server (Microsoft Windows (7,8 and 10), Microsoft Office 2007, 2010 or higher, Windows 2008,2012 and Anti-virus software, ...)	1
Web development and maintenance	1
Linux server administration	1
Flood Early Warning System	1
Hardware virtualization or platform virtualization	1
Microsoft Dynamics Navision is an advantage	3

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

Attitudes	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 Cambodian authorities, starting at US$ 12,898 (M9, 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:_____