



JOB DESCRIPTION

Job Title:	Information Technology (IT) Officer
Division/Office:	Administration Division
Salary Level:	M-11
Date of Verification (If any):	May 2022

1. THE MEKONG RIVER COMMISSION AND MRC SECRETARIAT

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 Organization 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

MRC values

- [Integrity](#)
- [Transparency](#)
- [Mutual respect](#)
- [Professionalism](#)
- [Accountability](#)
- [Results orientation](#)

2. JOB SUMMARY/JOB STATEMENT

The jobholder is responsible for the day-to-day function of the hardware, software and LAN infrastructure in both offices of the MRCS. The incumbent also participates in the activities in MRC related to information technology such as web intranet and database development.

3. MAIN TASKS AND RESPONSIBILITIES

Under the supervision of the Division Director, the incumbent performs the following duties:

- Ensure the proper functioning of the information technology hardware/software and application software in MRC, which includes:
 - Network Administration LAN/WAN;
 - MRC Email system administration (Microsoft);
 - MRC Web server administration;
 - Financial Management and Information System (FMIS) Administration;
 - MRC Intranet administration;
 - Keep MRCS software licenses up to date
- Ensure that all IT systems and application function properly and take immediate steps to remedy problems encountered including performing error detection tests;
- Keep abreast of the development within hardware and software and introduce upgrade and new development where feasible. Moreover, monitor and recommend system and hardware to ensure state-of-the-art information technology environment in MRCS, maintain the established standards of hardware and software in MRCS;
- Monitor the physical presence of all hardware and software. Recommend disposal and/or upgrade in line with the established policies within MRC;
- Monitor telecommunication network to ensure smooth operations in both offices;
- Participate in the development of the Document Management System in MRCS and be responsible for maintaining the system once it is in operation. Train MRCS end-users when required;
- Be responsible for IT budgeting and associated procurement plan as required;
- Contribute to the definition, implementation and management of IT policies and procedures; Ensures that the IT policies and procedures are established in MRC. Revise these policies and procedures if and when necessary;
- Assist in the identification of needs, and in the development of in-house application such as financial monitoring system and database;
- Upgrade and develop existing in-house software as required;
- Produce technical, management and user oriented documentation;
- Perform other related duties as required.

Web administration

- Work collaboratively with Communication Officers to edit and post online content, including MRC website, Facebook page, twitter, and blog posts;

Constantly update and enhance the MRC websites, social media

4. SCOPE OF AUTHORITY

- a) **Supervision requirements:** The position does not require any formal supervisory responsibilities.
- b) **Level of autonomy:** Decision making follows defined procedures. The position does not administer a budget, yet has responsibility for ensuring the financial accountability of MRC.
- c) **Level of problem solving required:** Problem solving skill is expected and the incumbent must display sensitivity, initiative and creativity
- d) **Level and type of communications required:** Communications are wide, within and outside the organisation, and require considerable oral and written skills.

5. QUALIFICATION REQUIREMENTS

Certificate:	University degree (Bachelor or higher) in computer science or equivalent. A master degree is desirable.
Additional Certificates:	<ul style="list-style-type: none"> • TOEIC certificate with 600 points and over is required. An equivalent internationally recognized certificate or a university degree from an internationally recognized academic institution whose instruction is in English may also be considered.
Experience:	<ul style="list-style-type: none"> • 7 years relevant working experience as network administrator; • At least 5 years in operation and maintenance of Microsoft Windows server and / or Unix Operation System; • Experience with Microsoft SQL Server and other following application software: <ul style="list-style-type: none"> ○ Operation System: Microsoft Windows (Windows XP professional, Vista, 2003 Server, 2003 R2 server and 2008 Server) and Linux Open source (RedHat or CentOS or SuSe); ○ Microsoft Office and Ms Project; ○ Microsoft Exchange mail server, IIS, Apache, Squid proxy, DNS and network firewall security ware; • Antivirus software.

6. COMPETENCIES

7. Knowledge	Level (1-3) 1 = Required 2 = Desirable 3 = Optional
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Microsoft SQL Server and other application software: Microsoft Windows (Windows XP professional, Vista, 2003 Server, 2003 R2 server and 2008 Server), Linux Open source (RedHat or CentOS or SuSe); MS Office 2003 and 2007 and later, MS Project; Microsoft Exchange mail server, IIS, Apache, Squid proxy, DNS and network firewall security ware; Antivirus software;	1
Microsoft Dynamic NAV (database, Accounting System), Seagate Crystal report and RFX report write	2
Database and programming, such as Microsoft Access, Visual Basic, SQL Server, HTML, ASP.Net, XML, etc.	2

Skills	Level (1-3) 1 = Required 2 = Desirable 3 = Optional
Fluency in English, both writing and spoken	1
Good verbal communication skills	2
Demonstrated good service minded and customer-focused	1
Working knowledge of more than one riparian language is an advantage	3
Project management	2

Attitudes	Level (1-3) 1 = Required 2 = Desirable 3 = Optional
Be resourceful and proactive in dealing with issues that may arise	1
Attention to detail	2
Team work	2

8. REMUNERATION

The remuneration package, subject to change, includes:

- **Remuneration:**
 - Annual net base salary exempts from tax by Lao authorities, starting at M-11 Step 1 with **US\$ 33,440** with a living cost of 5% of the base salary;
 - Non-residential staff members who are relocated to the duty station (Vientiane, Lao PDR or Phnom Penh, Cambodia) are granted with 7% on the post adjustment and 7% on hardship allowances annually, and a rental subsidy of USD500 monthly.
- **Benefits:**
 - The MRC's contribution to staff member's Provident Fund (pension fund) of 14% of base salary per annum;
 - Coverage of health insurance for staff and eligible dependents, and accident insurance (on a shared basis with the employee) for staff;
 - Other entitlements and benefits such as dependency allowance (USD40/dependent), annual leave (30 days per year), sick leave (30 days per year), special leave with pay, maternity and paternity leaves, education grant (75% of maximum USD12,000 per an eligible child for non-residential staff and 5% of the base salary for resident staff),

annual health check (subject to budget availability), annual vaccination including Covid-19 vaccines, and more;

- Non-resident staff members who are relocated to the duty station (Vientiane or Phnom Penh) are granted with a subsidized home leave, shipment of personal effects to and from the duty station up on joining and conclusion of service with the MRC Secretariat.

All MRC Secretariat staff members are subject to a six-month probationary period.

The duration of the assignment of MRC Riparian Professional Staff is up to a maximum 6 years according to 1995 Mekong Agreement.

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

9. REMARKS

The Job Description is subject to revisions by the MRC.

9. INCUMBENT'S SIGNATURE: _____ (date)