



WWF-Laos

P.O. Box. 7871
House no. 39, unit 05, Saylom village,
Chanthabouly district, Vientiane, Lao PDR
Tel: +856 21 216 080
Fax: +856 21 251 883

E-mail: wwf-laos@wwf.org.la
Website: www.wwf.org.la

JOB DESCRIPTION

Position title:	IT Manager, WWF-Laos
Grade:	M2, IPE-51
Directly reports to:	Country Director, WWF-Laos
Technically reports to:	Regional Technical Manager, Asia/Pacific
Supervises:	N/A
Technically supervises:	N/A
Location:	Vientiane
Effective:	Jan 2020

I. Background:

WWF-Laos is part of the regional office of Asia-Pacific, which works on environmental issues. WWF-Laos established its presence in Laos starting in 2001 and works in partnership with the government to implementing several projects in the areas of conservation and natural resources; improvement of livelihoods/income generation and other relevant activities contributing to sustainable management of natural resources.

II. Major Functions:

He/she ensures the smooth and efficient function of the IT system of WWF-Laos. This includes supporting functions of computer systems as well as maintaining and enhancing systems and data security. It also includes developing and implementing the IT action plan, as part of the overall office strategy, and aligned to the WWF global and regional IT strategies. Some of the key duties and responsibilities include to:

III. Major Duties and Responsibilities:

- Develop and implement IT activity work plan and ensure that WWF-Laos attains its objectives as cost-effectively and efficiently as possible.
- Oversee the annual IT budget and ensuring cost effectiveness.
- Develop and implement data security procedures to all record and information services.
- Monitor daily operations, including server hardware, software, and operating systems.
- Test, troubleshoot, and modify information systems so that they operate effectively.
- Provide technical support to managers and staffs as well as in field offices to help them resolve any hardware and software problems.
- Ensure IT policies and procedures are followed by all staffs.
- Act as administer for LAN network, email system, software and hardware and backup server.

- Coordinate technology installations, upgrades, and maintenance.
- Advise on purchasing new and replacement hardware and software, as well as office electronic equipment to ensure they are appropriate for the purpose intended.
- Establish and maintain effective formal and informal links with suppliers, service providers, agencies to ensure appropriate range and quality of services are provided.
- Work with external consultants, suppliers and service provider and ensure their performance is meeting our required standards.
- Assure all IT activities are performed within the parameters of applicable laws, codes, and regulations.
- Be the technology partner of Conservation, providing technology advice and solutions in close coordination with Global ICT.

IV. Profile: Required Qualifications

- Master's degree or Bachelor's degree in Information Technology, Networking Engineering 3 years of practical working

Required Skills and Competencies

- 5 years of practical experience in LAN network administration and network installation.
- Up to date knowledge of IT systems, protocols, hardware and software required to run and protect the email system, internet service, communications and financial systems
- Proficient in Microsoft Windows software, including Server and Office
- Experience in developing, implementing and monitoring of the IT action plan, preferably the context of an international organisation
- Knowledge or Experience with G-Suite, Ms Office and other email software
- Technical IT Helpdesk and Troubleshooting for all electrical equipment in office
- Coaching, Presentation and Communications, Interpersonal, Organization and Time management.
- Fluency in written and spoken English and local language
- Basic knowledge of environmental and conservation issues in Laos is an advantage
- Basic knowledge of cloud services implementation will be an advantage
- Good understanding of normal practice in non-profit organizations
- Personality: Enthusiastic, Resourceful and Sociable.
- Adhere to WWF's values: Knowledgeable, Optimistic, Determined and Engaging.
- Essential WWF behaviour:
 - **STRIVE FOR IMPACT:** *"I am results driven. Everything I do, the way I think, plan and implement is driven by a relentless search for impact".*
 - **LISTEN DEEPLY:** *"I go beyond my point of view and strive to see the bigger picture from different perspectives. I stay curious and listen deeply to what others have to say".*
 - **COLLABORATE OPENLY:** *"I'm a global citizen working for a living planet. I am constantly thinking of how with others, together, we can be more impactful. I work across boundaries, openly ask for help and share what I know, both internally and externally".*
 - **INNOVATE FEARLESSLY:** *"I take risks to find better solutions. I measure progress and learn from mistakes. I share both success & failures. I encourage others to do the same".*

V. Working Relationships:

- **Internal** – Within WWF Laos, engage with and support all staff. Within WWF regional Asia Pacific: engage with and support regional staff based in Laos, interact with Project Technical Advisors, project staff, HR, finance staff and Project Managers of similar projects in other GMP Country Programmes.
- **External** – Interact with IT Service Providers both software and hardware.

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs