



JOB DESCRIPTION

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|----------------|---|---------------------------------------|
| Position title | : | Information Technology Officer |
| Reports to | : | HR, Admin and IT Manager |
| Supervises | : | N/A |
| Location | : | Phnom Penh, Cambodia |
| Date | : | February 2019 |

Position Summary:

The Information Technology Officer will be responsible for the IT operations of WWF Cambodia and its field offices and to keep the documentation current. He/she will work with WWF Cambodia office management and WWF Global ICT with regards to IT purchase, strategies and policies of WWF Cambodia.

I. Major Duties and Responsibilities:

A) Front-end (Windows and Mac)

- Users / applications
 - Assist users in troubleshooting PC/notebook problems e.g. network connections, wireless connections, login issues, printing issues, connecting to projector issues, video conferencing etc.
 - Basic I.T. education / assist users in questions relating to applications e.g. MS-Office, PDF files, Onewwf, Google Suite, Zoom etc.
 - PC / notebook connectivity issues with unsecured/secured wireless networks
 - Keep track of patch level (OS, applications, firmware) of all the PC / notebooks
 - Provide I.T. support for visitors to the WWF Cambodia office
 - Provide technical support to finance users running Oracle
- Anti-virus and firewall administration
 - Monitor PC / notebook anti-virus and firewall status daily/frequently
 - Update and modify software firewall policies, if necessary
 - Ensure PC / notebooks are updated daily and all PC / notebooks are free from infections

B) Back-end server administration (Windows servers)

- Monitor servers performance, uptime and ensure servers are in working order
- Ensure daily update of anti-virus signature
- Check authentication directory functionality
- Server OS and AD updates/patches
- Manual/automated backup of user/server data
- VMware updates and patches
- Work with principal to resolve server issues, if necessary
- Ensure disaster recovery plans are updated and tested. Amend if necessary.

C) Network (LAN/WAN) administration

- Ensure wired and wireless LAN is running and troubleshoot problems that arises
- Ensure internet connectivity is up and running and troubleshoot problems that arises
- Work with ISP if internet connectivity goes down due to ISP problem
- Keep track of static IP addresses for static devices
- Monitor firewall and secure remote access device and update signatures

D) **Additional and adhoc:**

- Obtain quotations/approval/purchase of new PC / notebooks, software licenses and perform installation.
- Setup additional server services as required (ftp, web), AD accounts, shell scripting and

- scheduling, if needed
- All I.T. related documentation
- Proactive IT operations management and provide best practice recommendations.
- Regular interaction with users to understand needs and to provide IT refresher briefings.
- Plan and schedule periodic IT support visit to field offices.

II. Qualification:

Education and Experiences:

- Bachelor in IT or network related field
- good knowledge of various desktop operating systems (Windows and MacOS) and Windows Server 2008/2012
- good knowledge of Active Directory
- good LAN / WAN knowledge, network security concepts and practices
- knowledge of common desktop application softwares
- experience with Google Suite cloud services
- able to communicate clearly
- good troubleshooting skills including use of remote support tools

Skills and Abilities:

- Excellent interpersonal, communication and diplomatic skills with the ability to manage and interact at all levels of an international, multicultural and multilingual organization.
- Networking, coordination, and facilitation skills.
- Adhere to WWF's values: Knowledgeable, Optimistic, Determined and Engaging.
- Respective Competencies: WWF Focus; External Orientation; Delivery quality outcomes; Building working relationships; Communicate effectively; Leading teams; Leading change; Managing Resources

III. Working Relationships:

1. **Internal:** Work under supervision of and report directly to HR, Admin and IT Manager. Liaise and contact with Admin team, HR team, and Finance team. Regularly work with all staff/users. Interact closely with relevant WWF Network teams related to ICT and seek supports when required.
2. **External:** Interacts with government agencies national and provincial levels, NGO's private sector entities, local and international experts, civil society organizations, academic institutions, etc.

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.