



## Job Description

**Position title:** IT Officer, WWF-Laos

**Directly reports to:** Finance and Administration Manager, WW- Laos

**Technically reports to:** IT Coordinator, WWF GMPO

**Supervises:** Interns when required

**Technically supervises:** N/A

**Validity:**

**Location:** Vientiane

### WWF-Laos

P.O. Box. 7871  
House no. 39, unit 05  
Saylom village, Chanthabouly district,  
Vientiane, Lao PDR

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## Background

WWF has a long established presence in the Mekong region, starting in Vietnam in 1990. Since then, WWF operations have grown to four Country offices based in Cambodia (Phnom Penh), Laos (Vientiane), Thailand (Bangkok) & Vietnam (Hanoi), including a Regional team in the Hanoi, Vientiane and Bangkok offices. The 'Greater Mekong Programme Office' was officially formed in November 2005 merging WWF Indochina (Cambodia, Laos, Vietnam) and WWF Thailand. In order to be relevant with partners at provincial levels and deliver conservation results in landscapes, GMPO has also developed 20 field offices across the 4 countries and 6 landscapes.

Following a strong track record of conservation delivery over the last 20 years, WWF has established both the credibility and presence to deliver conservation impact at all levels from provincial, to national to regional.

WWF Greater Mekong Programme Office has embarked on new strategic plan FY11-FY15. The new strategic plan outlines changes in the way WWF GMPO operates, both in conservation and operation aspects.

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Director General: James P. Leape  
President Emeritus:  
HRH The Duke of Edinburgh  
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of the Netherlands

Registered as:  
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WWF-Fondo Mondiale per la Natura  
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## I. Major Function

The IT Officer ensures the development, implementation and monitoring of IT action plan, which is aligned to the GMPO IT Strategy. He/she also ensures the smooth and efficient function of IT system of WWF Laos and provides technical helps on electricity related issues when required.

## II. Major Responsibilities



**A. Strategy Development and Implementation**

- Contributes to the development of the IT strategy for GMP
- Develops, implements, reviews and updates the IT action plan for country program to ensure alignment with GMP IT strategy and to support the programmatic and operations objectives of the country programme
- Communicates the IT action plan to all staff and ensures that it is effectively implemented

**B. Budgeting**

- Assists the Finance and Administration Manager in the development and monitoring of annual budget for IT

**C. Work plan Development and Implementation**

- Develops, monitors, reviews and updates IT activity workplan to ensure that the organisation attains its objectives as cost-effectively and efficiently as possible

**D. System, Policies and Procedures Management**

- Provides inputs to the development, review and update of all necessary IT systems, policies and procedures
- Works as a custodian of IT systems, policies and procedures at country level to ensure that they are followed by managers and staff
- Plans and organises the effective communications of all systems, policies and procedures to all staff
- Develops and maintains the organisation's intranet to provide an accurate and immediate source of information to all staff
- Carries out any required visits to field offices to inspect the IT aspects for improvement of IT systems

**E. Monitoring and Evaluation, Reporting**

- Provides support to the M&E in IT
- Regularly monitors and reports about the IT network/system/services and communications system as required to the Finance and Administration Manager
- Makes reports in IT to WWF GMP when required

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***F. People Management***

- Provides orientation and reorientation, training to all staff at country programme to help them understand the IT systems, policies and procedures of the organisation and to ensure the most effective use of computer systems
- Provides inputs to the identification of training needs on IT for all staff and delivers training when required

***G. Issue Resolutions, Crisis/Risk Management***

- Provides an organisation-wide source of expertise on information technology to managers and staff to help them resolve any hardware and software problems
- Develops and implements a record keeping and information service and ensures that all necessary safeguards are in place to maintain data security
- Identifies and recommends to the Country Director any changes in IT that might be required to improve organisation performance
- Negotiates contracts with external consultants, suppliers and other organisations to provide services in support of organisation activities where these cannot be met from in-house resources
- Maintains an awareness of staff comments and any complaints to identify any areas that may need development or improvement

***H. Other Technical Specifics***

- Administers the LAN network, email system, software and hardware installation, backup server, which meets the needs of the organisation and upgrades when required
- Advises on the purchase of IT and office equipments to ensure they are appropriate for the purpose intended and approved budget
- Develops and manages the maintenance schedule for all IT and communications equipments and systems at WWF Laos programme Office and at the project sites to ensure that these continue to operate at optimum levels and maintains all necessary records of maintenance work carried out
- Arranges for external technical support where problems cannot be resolved in house
- Monitors the performance of contractors to ensure that work is carried out to the required standards
- Maintains the database for network equipments, include computer network and telephone network

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- Provides assistance to Admin Function in asset inventory
- Maintain an awareness of new developments in information technology and ensure that the organisation makes the best use of any such developments

### **I. Networking**

- Establishes and maintains effective formal and informal links with suppliers, service providers, agencies to ensure that the organisation is providing the appropriate range and quality of services
- Promotes the organisation's image in the community by attendance at meetings and fora in IT management

This JD 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.

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### **III. Working Relationships**

#### **1. Internal**

- **WWF GMPO:** Works closely with the IT Coordinator, WWF GMPO. Interacts on a regular basis with all staff of the Country
- **WWF Network:** N/A

#### **2. External**

- Interacts regularly with suppliers, computer companies, service providers
- Engages with other organisations on IT systems and practices for learning and sharing

### **IV. Requirements**

#### **1. Education and Qualification**

- Bachelor's degree in Information Technology

#### **2. Knowledge**

- Basic knowledge of environmental and conservation issues in Laos is an advantage
- 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

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- Knowledge of Windows server is an advantage
- Good understanding of normal practice in nonprofit organizations

### 3. Experience

- 3 years of practical experience in LAN network administration
- Experience in developing, implementing and monitoring of the IT action plan, preferably the context of an international organisation
- 'Knowledge or experience with Google-Apps and other email software

### 4. General Skill

- Coaching
- Presentation and communications
- Interpersonal
- Organisation and time management
- Fluency in written and spoken English and local language
- Proficiency in MS Office

### 5. Technical Skill

- Problem solving
- Organisational awareness and service orientation

### 6. Ability

- Finding solutions for electrical equipment problems for offices

### 7. Personality

- Enthusiastic
- Resourceful
- Sociable

## V. WWF's Mission and Values

1. It is part of every staff member's terms of reference to contribute to **WWF's mission:**

WWF's Mission is to stop the degradation of the planet's natural environment and to build a future in which humans live in harmony with nature, by:

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- *conserving the world's biological diversity*
- *ensuring that the use of renewable natural resources is sustainable*
- *reducing pollution and wasteful consumption.*

2. It is also part of every staff member's terms of reference to embody WWF's **values**, which are: Passionate and Optimistic, Challenging and Inspiring, Credible and Accountable, Persevering and Delivering Results.

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