



Myanmar Red Cross Society

Career Opportunities

Position Title	: IT Officer
No. of Post	: (1) Post
Report to	: Hub Manager
Department	: Rakhine Operations Management Unit
Program	: Rakhine Operations Management Unit
Duty Station	: Sittwe
Grade	: D-1
Benefit Packages	: Salary + Staff house + Hardship Area Allowance + Insurance +Communication Charges + Travelling Allowance+ Home Return Leave /Annual Leave+ Quarantine Leave + Casual Leave+ Medical Certificate Leave + Maternity Leave + Substituted Leave
Application Deadline	: (30/11/2021), 16:30

Myanmar Red Cross Society (MRCS) is volunteer based humanitarian organization throughout the whole country acting with and for the most vulnerable at all times. Benefit Package consists of Paid Medical, Annual, Casual Leave, Insurance, On-Duty for Training, Provide Accommodation, Hardship Allowance for specific area, Training and Development Opportunities, Promotion and Management Development.

Program Background: In 2017, MRCS is increasing its engagement in Rakhine state through immediate, medium and long-term support to people affected by communal violence. With the support of ICRC, IFRC and other partner national societies, MRCS has initiated Branch Capacity Building Development program in Sittwe, Ponnagyun, Kyauktaw, Mrauk-U, Minbya, Myae Bon Pauktaw, Maungdaw, Buthidaung, and Rathedaung Townships. MRCS is setting up Operation

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Management Unit. MRCS in collaboration with the ICRC is implementing a Red Cross Movement and Humanitarian Assistant programme in Rakhine. Sittwe, Ponargyun, Kyauk Taw, Maruk Oo, Min Bya ,Myae Bon and Pauk Taw areas are under the management of Sittwe Hub office. Maungdaw, Buthidaung and Rahaedaung areas are under the management of Maungdaw Hub Office. MRCS is seeking a IT Officer to join this team. The position is initial three months and high possibility of extension as long-term program.

Purpose of the Position

This position is within Myanmar Red Cross Society (MRCS) based in Sittwe and to travel program area when frequently.IT officer take responsible for data backup and IT related things for Sittwe and Maungdaw Hub Offices.IT officer need to consult with MRCS headquarter IT team and technical report to headquarter IT Manager through by Hub Manager.

Duties and Responsibilities

1. Ensure MRCS policies and guidelines are properly followed.
2. Installing and configuring computer hardware operating systems and applications
3. Monitoring and Maintaining computer systems and networks:
4. Provide orientation to new users of existing technology
5. Talking staff or clients through a series of actions, either face to face or over the telephone, to help set up systems or resolve issues
6. Troubleshooting system and network problems and diagnosing and solving hardware or software faults
7. iPStar/ ADSL installation and maintenance in branches
8. Fortinet firewall, Pep wave and pep link device configure, Maintain and troubleshoot.
9. Cisco router and switch configure, maintain and troubleshoot.
10. Knowledge of NAS (Network Attached Storage) device
11. Replacing parts as required
12. Providing support, including procedural documentation and relevant reports
13. Following diagrams and written instructions to repair a fault or set up a system
14. Supporting the roll-out of new applications

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15. Setting up new user accounts and profiles and dealing with password issues
16. Prioritising and managing many open cases at one time
17. Conducting electrical safety checks on computer equipment
18. Maintaining records of software licenses
19. Managing stocks of equipment, consumables and other supplies
20. Keep all bills and vouchers of the expenditures for each activity for financial report, auditing and as project reference.
21. Disseminate MRCS policies, strategies, guidelines and procedures on IT and monitor adherence.
22. Ensure that program implementation is in line with MRCS strategy, policies and the red cross fundamental principles, prevention of fraud and corruption guidelines and code of conduct.
23. Provide list of fixed asset and inventory of IT related items and submit to ground stock at monthly/quarterly as necessary.

Reporting

24. Produce regular, timely and accurate narrative progress reports to through Hub Manager and IT Manager of MRCS H.Q.

Others

25. To provide support and assistance to Hub Manager to support and implement IT activities successfully.
26. Provide technical support to project staff where necessary.
27. As an MRCS employee be managed by and governed by the rules and regulations of MRCS
28. Assistant to Hub Manager who will liaise with MRCS H.Q IT Manager for any technical advice, discussions and support for successful completion of MRCS IT related activities.
29. All work-related requests from MRCS staff members will be directed through the MRCS Hub manager to avoid any miscommunication.

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30. Participates in coordination meeting, support technically and provide information as needed and to keep updated information of current issues and trends related to the responsibilities of the job.
31. Frequent travel to project areas will be required.
32. Perform any duty assigned by Hub Manager

Skills, Competencies and Requirements

- **University Graduate or B.C.S.C is more relevant, must have IT Diploma.**
- Minimum of 2 years of work experience in the IT related (A+ and N+ experiences)
- Good experiences networking and file sharing system
- Experiences of router configuration and troubleshooting
- Previous experience of working in Rakhine would be advantageous
- Experience of working with communities in conflicts/disasters
- **Permission order on resignation from respective line department/military is to be attached if the applicant has ever served in a government department/ military**
- Knowledge of Database system and web development
- Knowledge of VPN (Visual Private Network), Servers and Domain Controller
- Good knowledge of Rakhine local context and situation of conflicts/disaster
- Good Personality and professional ethics
- Should have strong facilitation, communication, coordination and interpersonal skills
- Computer literacy (Word, Excel, Power Point) in both Myanmar and English and data management skills
- Ability to manage and prioritize multiple tasks, takes initiative, work well in a team and live-in stressful situations
- Ability to travel frequently to program sites
- Ability to work effectively with the two ethnic communities in the state and international staffs
- Ability to follow Red Cross (7) fundamental principles, MRCS policy, strategies and guidelines

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- Interest in learning about the Red Cross/Red Crescent Movement
- Shall be free from party politics
- Fluency in English is required. Working proficiency of regional languages is an asset.

****Note: Applicants will be considered to be shortlisted that need to send application letter, CV, passport-size photo, education qualifications and references (PDF Version) to:**

Head Office:

Myanmar Red Cross Society

Razathingaha Road, Dekhinathiri,

Nay Pyi Taw.

Email: mrcshrsittwe@redcross.org.mm

Branch Office:

Myanmar Red Cross Society

Bawdi street, Kaypyin Gyi quarter,

Sittwe Township, Rakhine State. (or)

For more information and application, please visit to the www.redcross.org.mm

Only short-listed candidates will be contacted for a personal interview.

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