



## The Lutheran World Federation Myanmar Program

### JOB Announcement

**Position title:** IT Assistant  
**Responsibility level:** Grade 3  
**Report to:** Admin Officer  
**Duty station:** Sittwe, Rakhine State  
**No of Persons:** One

### Background

*LWF proactively works with partners to address displacement, poverty, and injustice, including promotion of gender equality and climate resilience*

The Lutheran World Federation (LWF) Myanmar is an international non-governmental organization serving the people of Myanmar since 2008. We are a rights-based humanitarian and development organization. Therefore, at the center of everything we do are the people involved in and affected by our work: internally displaced persons, returnees, host communities, the poor, and marginalized populations. LWF Myanmar engages with and supports duty bearers while empowering partner individuals, households, and community development organizations to claim their rights. Within the present LWF Myanmar Strategy 2019-2024, our work spans the realms of humanitarian assistance, recovery, and long-term development, building upon three interrelated programmatic areas: Livelihoods; Quality services; and Protection and social cohesion.

### Job summary

The IT Assistant will be responsible to manage maintenance of hardware, software troubleshooting, networking system and Mail services. The IT Assistant will work in a team with all staff at the Sittwe Office in close coordination and higher level of technical support from IT section at LWF Yangon Office. This is a position to be based at Sittwe Office.

### Main responsibilities

Areas of responsibility	Performance expectations
User Support	<ul style="list-style-type: none"> <li>• Support desktop operating system, standard windows software</li> <li>• Provide user level support on daily applications used, including, but not limited to: MS Word, MS Excel, MS Outlook, Adobe Acrobat, and other basic computer related problems</li> <li>• Support and to resolve the connectivity issues</li> <li>• To support Mobile user</li> </ul>
Troubleshooting and Maintenance	<ul style="list-style-type: none"> <li>• Provide Hardware and Software support to all staff</li> <li>• Provide first level hardware maintenance</li> <li>• Repairs and maintenances of LAN, internet systems and general IT maintenance</li> <li>• Resolve internet connectivity issues</li> <li>• Ensure on-going maintenance and support of server, network, computers, printers, etc.</li> <li>• To ensure that all IT equipment run correctly and recover any lost of accidentally deleted data</li> </ul>

Network Administration, Back up and Security	<ul style="list-style-type: none"> <li>• Maintain and upgrading the Local Area Network and Wi-Fi network including applications used in the system</li> <li>• Administration of users, groups and permissions</li> <li>• To ensure mail services</li> <li>• Take regular backup of all local data from user and servers</li> <li>• To ensure Anti-Virus Software to be updated and making virus free</li> <li>• Maintain and upgrading the Local Area Network and Wi-Fi network including applications used in the system</li> <li>• Administration of users, groups and permissions</li> <li>• To ensure mail services</li> <li>• Take regular backup of all local data from user and servers</li> <li>• To ensure Anti-Virus Software to be updated and making virus free</li> </ul>
Coordination	<ul style="list-style-type: none"> <li>• Assist in preparation inventory of all computers, IT related equipment existing in the office</li> </ul>
Others	<ul style="list-style-type: none"> <li>• Perform additional IT-related tasks or support as requested</li> <li>• Assess performance of all electronic devices and timely repair and maintenance them</li> <li>• Recommend respective project officer, coordinators and project coordinator about assessment finding of all electronic devices – laptops, tablets, photocopiers, etc.</li> </ul>
User Support	<ul style="list-style-type: none"> <li>• Support desktop operating system, standard windows software</li> <li>• Provide user level support on daily applications used, including, but not limited to: MS Word, MS Excel, MS Outlook, Adobe Acrobat, and other basic computer related problems</li> <li>• Support and to resolve the connectivity issues</li> <li>• To support Mobile user</li> <li>• Support to develop mobile based data collection tools and conduct orientation to use it.</li> </ul>

### Level of Responsibility and Authority:

This position is classified at Grade 3 in the LWF Myanmar grading system.

### Qualifications:

- Bachelor's Degree in Computer Science, Information Technology or related field is preferable.
- Prefer certificate holder of MCP, MCSE or MCITP but not compulsory.
- Fluency in spoken and written English and Myanmar
- Good communication skills (listening, speaking, writing).
- Commitment to Myanmar's development
- Team spirit and attitude of service.
- Good problem solving and organizational skills

### Technical Skills and Experiences

- At least three years experiences of progressively responsible technical experience in information technology, PC hardware technology, LAN, WAN and Desktop operating systems, Microsoft Windows and Microsoft Office package, graphics software, electronic mail systems, web development and related tools and techniques
- Experience in maintaining and handling both security and user issues on MS Windows Server 2008
- Good knowledge of web-based solutions, Internet, Router, Server and Network management
- Ability to train staff and to develop and maintain effective working
- Experience with MS Office products

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LWF Myanmar has immediate vacancy for this position. Therefore, Myanmar citizens fulfilling the above requirements are requested to submit an application letter; full CV; copy of NRC; a recent photo; name and contact details of 3 references (one reference must be from current employer); your email and / or telephone number and address. Applications not containing these documents will not be shortlisted.

Lutheran World Federation is an equal opportunity organization, and qualified women are encouraged to apply.

For detailed information of LWF Myanmar Program, please visit <https://myanmar.lutheranworld.org>

Applications can be submitted via email to [hr.myanmar@lutheranworld.org](mailto:hr.myanmar@lutheranworld.org) or at any one of the following Lutheran World Federation Myanmar offices.

- 1) LWF- Yangon Office  
No.11, Kan Street, (6) Ward, Hlaing Township, Yangon.
- 2) LWF– Sittwe Office  
House No.278, Thit Sar Street, North San Pya Ward, Pyi Taw Tar Quarter, Sittwe, Rakhine State, Myanmar.
- 3) LWF – Chin Office  
No.552, Tha Khin Aung Min Street, West Ward, Mindat Township.
- 4) LWF – Kayin Office  
No. 6/833, Corner of Sein Si Mya Street and Hpa Yar Street, 6 Ward, Hpa An Township.
- 5) LWF– Ann Office  
No. (16), Yadanar Street, 5 Ward, Ann Township.

**Note: Only shortlisted candidates will be contacted for written test and interview. The shortlisted candidates have to bring the updated education certificates for interview.**

**Application Deadline: 31 December 2019; 5:00 pm**