**ActionAid is a global movement of people working together to achieve greater human rights for all and defeat poverty.**

ActionAid Bangladesh is looking for suitable candidate for the following position:

**Associate Officer - ICT**

Unit : ICT

Location of posting : Cox’s Bazar.

Types of contract : Fixed Term Contract.

Duration : Up to 31 December 2022 (Have the possibility of further extension).

Number of positions : 01 (One).

Salary and benefits : Competitive salary will be offered with other admissible benefits.

**Role Overview**

This position assists all staff of Cox’s Bazar office, Teknaf office, and camp office with technical support of

Desktops and Laptops computers, Applications, Networks, Web-based Applications, MIS, ERP, Internet, and related technology. Support includes any IT (Information Technology) hardware installation and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The position utilizes one-to-one support to end-users and AAB (ActionAid Bangladesh) Cox’s Bazar Network. The employee in this position also assists in the maintenance and testing of network, printers, network printers, wireless connectivity (Access Point), and associated equipment of Action Aid Bangladesh IT. The position’s responsibilities require independent analyses, communication, and problem-solving.

**Key responsibilities include (not limited to)**

**Technical Support**

* Ensure the smooth running of all IT systems, including anti-virus software, and multifunction printer services. and ensure the security of data from internal and external unauthorized access.
* Maintain and troubleshoot all network and computer-related issues.
* Knowledge in Network & Hardware troubleshooting and Able to provide all kinds of Technical support.
* Knowledge of Installation of Operating systems. • Conduct electrical safety checks on computer equipment • Monitor performance and manage parameters to provide fast responses to front-end users.
* Provide technical support for both hardware and software issues of our users.
* Network troubleshooting, network maintenance, and network cabling.
* Integrate and configure computer networking for best performance.
* Assist to implement LAN/WAN/Internet/Intranet connectivity for remote locations and design systems for those locations to maintain the entire internet/intranet from a central point.
* Knowledge in Office365 (MS Outlook, Skype for business, MS-Teams, OneDrive, Yammer).
* Assists staff with the installation, configuration, and ongoing usability of Desktop and Laptops Computers, peripheral equipment and software within established standards and guidelines.
* Troubleshoot and repair of hardware, operating systems, and applications.
* Works with IT vendor support contacts to resolve technical problems with Desktop Computing and Laptops Computing equipment and software.
* Interact with numerous computer platforms in a multi-layered client-server environment.
* Ensure Desktops and laptop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
* Trains and orients staff on the day-to-day use of hardware and software.
* Works with procurement team to purchase hardware and software for new staff.
* Assesses functional needs to determine specifications for purchases.
* Orders and receive computer/IT Accessories supplies.
* Maintaining LAN/WAN records and, as appropriate cable.
* Maintain IT asset register. • Provide overall administrative support.

**User Support (Office and Camp)**

* Provide client support and technical issue resolution via E-Mail, phone, and other electronic mediums
* Configure software to connect with AAB online application servers.
* Provide training to staff in the use of systems and applications related to the Internet and AAB IT resources.
* Obtain a general understanding of OS and application operations related to the company's offered services.
* Identify and correct or advise on operational issues in client computer systems.
* Perform the creation of new accounts using company software tools.
* Individual User restriction on Software installation.
* Individual User configuration licensed Windows 10 & Office 365 as per AAI (ActionAid International) guidelines.
* install and support all ICT hardware and software.
* Work with HR (Human Resources) and Print Staff ID cards as per requirement in AAB ID card format

**Network Support**

* Network Management and Monitoring and expansion.
* Understanding of SPAM e-mail control within users.
* Ensure effective uses of IT resources within AAB users.
* Ensure that all users are connected through AD and Action Aid “prescribed” Domain.
* Ensure internet connectivity for all users through LAN/Wireless cabling.
* Ensure user's data backup in the cloud and restore data without any damage of data.
* Network troubleshooting, network maintenance, and network cabling.
* Integrate and configure computer networking for best performance.
* Assist to implement LAN/WAN/Internet/Intranet connectivity for remote locations and design systems for those locations to maintain the entire internet/intranet from a central point

**Communication**

* Contact vendors for market status and collect quotations for procurement of IT equipment.
* Works with IT vendor support contacts to resolve technical problems with Desktop Computing and Laptops Computing equipment and software.
* Assesses functional needs to determine specifications for purchases and works with the procurement team to purchase hardware and software for new staff.
* Prepare bill voucher as finance requirement

**Required Educational Qualification and Experience**

* A diploma in Computer Science & Engineering/Computer Science or B.Sc. in Computer Science & Engineering will be preferred.
* 2 years of experience in the area of Network Engineer/ Desktop Support Engineer

**Desired Skills**

* IT Support Computer Hardware & Software installation, configuration, and troubleshooting skills are

mandatory.

* Operating System (Windows): Windows 10, 11, Windows 2003, Windows 2008, 2012, Active Directory.
* Application: Microsoft Office 365, Microsoft One Drive, and Microsoft Teams knowledge will be added advantages.
* CCTV / IP camera installation knowledge and troubleshooting experience.
* Wireless Networking / Wireless Access Point/ Wireless Router installation, troubleshooting, problem-solving knowledge
* Designing and implementing Networks (LAN, MAN, WAN, VPN) Using the windows platform.
* Active Directory services. ▪ Dynamic Host Configuration Protocol (DHCP) server.
* Domain Name System (DNS).
* MikroTik Device Knowledge will be added advantage.
* Cloud Computing Knowledge will be an added advantage.

**Application instructions**

**Only those who meet the above requirements are requested to apply** following these instructions:

* Last date of application is **20 September 2022.** Interested candidates are requested to apply before deadline.
* Please [**click here**](http://jobs.actionaidbd.org/login) to submit your application.

**ActionAid Bangladesh aims to attract and select a diverse workforce, ensuring equal opportunity for everyone, irrespective of race, age, gender, sexual orientation, HIV status, class, ethnicity, disability, location and religion. Any personal persuasion/phone call will result in disqualification of candidature.**

**ActionAid Bangladesh has a non-negotiable policy of ZERO TOLERANCE towards Sexual Harassment, Exploitation and Abuse (SHEA), Child Protection Policy and other relevant safeguarding policies and expects all employees to abide by the Safeguarding Policies and Code of Conduct of ActionAid Bangladesh.**

**N.B: There is no cost involved with applying for positions at ActionAid Bangladesh. Any solicitation of funds/money from job applicants should be regarded as fraudulent.**