

Habitat for Humanity International in Cambodia

Position Description

Title:	IT Officer	Department name:	HR and Admin unit
Reports to Title:	HR and Admin Manager	Cross-functional Reporting:	None
Location:	Phnom Penh	Job Grade:	5
Direct reports: List titles (or none)	None		
Position Summary:			
<p>The IT Support role is responsible for maintaining the organization's Office 365 services, including Exchange Online, Azure AD, SharePoint, and OneDrive and ensuring compliance with applicable IT policies of HFHI. The role requires a strong knowledge of Office 365 administration, support, and configuration, as well as experience in maintaining IT infrastructure, security, and data management.</p>			
Main Tasks:			
Job Description			
<ul style="list-style-type: none"> • Maintain the organization's Office 365 services, including Exchange Online, Azure AD, SharePoint, and OneDrive. • Provide administration, support, and configuration of Microsoft Office 365 for staff. • Monitor and manage the organization's computer systems, IT infrastructure, including servers, networks, and databases to ensure optimal performance and security. • Troubleshoot and resolve technical issues related to fixed laptops and desktops. • Administer updates and maintenance to the organization's website. • Ensure the security of data and systems through regular backups, disaster recovery planning, and other measures. • Maintain IT inventory and assets, ensuring that all hardware and software is updated. • Collaborate with other IT personnel and department heads to identify and implement technology solutions that improve business processes. • Develop and implement IT policies and procedures to ensure the efficient use of IT resources. • Provide technical support to employees and troubleshoot any IT-related issues. • Oversee the maintenance and upgrade of software and hardware to ensure the organization's technology remains up-to-date and secure. • Stay current with emerging technologies and industry trends, making recommendations for updates and upgrades as necessary. • Maintain the organization's security and data management procedures to ensure the integrity and confidentiality of information. • Participate in Habitat's meetings and events and share knowledge. 			

- Other related duties, as assigned by Supervisor.

Success Criteria:

- Indicate the metrics or other standards that will be used to measure success in this role.
- Effective maintenance of organization’s IT assets, software, and hardware
- Ensure full compliance to Habitat’s IT Policies, processes and procedures.
- Provision of technical support to all the staff and timely trouble-shooting, when needed

Typical Training & Experience
 (Education, and Experience - briefly describe the minimum education and/or experience required)

Required Knowledge & Expertise
 (Competencies and other specifics related to this role and level required)

Education:

- Bachelor's degree in computer science, information technology, or a related field.

Experience:

- Experience in IT support for 2-3 years
- Proficient in Microsoft Office 365, Azure AD, OneDrive, SharePoint, and website administration.
- Strong understanding of network infrastructure and security.
- Excellent problem-solving and communication skills.
- Ability to work independently and as part of a team.
- Ability to prioritize tasks and work under pressure to meet deadlines.
- Knowledge of Power Platform (Power Apps, Power Automation) is an added advantage.

Preferred – in addition to minimum:

- Ability and willingness to work a flexible schedule,
- Self-motivated, possess a positive and proactive outlook, flexible and able to work independently and without close supervision and when under pressure
- Proficiency in e-mail, internet, Microsoft Word, Excel, and PowerPoint
- Proficiency in English, both spoken and written

Competencies:

- Uphold and fully commit to Habitat for Humanity Vision, Mission, and Values.
- High level of critical thinking and analytical skills
- Results-driven with highly developed interpersonal skills, excellent oral presentation, and written skills
- Highly creative and resourceful, able to coordinate multiple tasks
- Excellent team player
- Able to work effectively in cross-cultural settings; can support, negotiate and cooperate with those of other cultures
- Proven ability to manage workloads and multiple priorities efficiently and with minimal supervision
- Good public speaking skills and presentation skills in Khmer and English languages
- Experience working with other NGOs
- Has outstanding organizational skills

<p>Values and Safeguarding</p>	<ul style="list-style-type: none"> • Active support of HFHI Values: <ul style="list-style-type: none"> ○ <i>Humility – We are part of something bigger than ourselves</i> ○ <i>Courage – We do what’s right, even when it is difficult or unpopular</i> ○ <i>Accountability – We take personal responsibility for Habitat’s mission</i> • <i>Safeguarding: HFHI requires that all employees take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities, and all those with whom we work. Managers at all levels have responsibilities to support and develop systems that create and maintain an environment that prevents harassment, sexual exploitation, and abuse, safeguards the rights of beneficiaries and community members (especially children), and promotes the implementation of Habitat for Humanity’s code of conduct.</i>
<p>Authorities and Authority Limits:</p> <ul style="list-style-type: none"> • Government-civil society engagement and advocacy materials; advocacy communications materials, and others related to the role (when collaborating initiatives with resource development & communications officer; all sectoral managers and across all units of Habitat Cambodia) 	
<p>Working Conditions and Requirements:</p> <p>Travel Expectations (Percent of time spent traveling)</p> <p>International: ____ Domestic: <u>20</u> %</p> <p>Will the individual in this role typically work with children or HFH beneficiaries: Yes (<input type="checkbox"/>) No (<input checked="" type="checkbox"/>)</p>	

<p>Form Submitted by:</p>	<p>Date:</p>
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