



ອົງການອາຫານໂລກ  
World Food Programme

The World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. In Laos, WFP is committed to reduce under nutrition and food insecurity throughout the country. All WFP staff contributes as a team to this mission.

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Vacancy Announcement: IT Operations Associate (FTA-GS6)

<b>Vacancy Announcement No: WFP LAO 024</b>	<b>Date: 13 October 2017</b>
<b>Title: IT Operations Associate</b>	<b>Duty Station: Vientiane</b>
<b>Grade: GS6</b>	<b>Contract Type: Fixed Terms Contract (1 year renewable)</b>
<b>Organization Unit: ICT Unit</b>	<b>Deadline for application: 26 October 2017</b>
<p>WFP is looking for an IT Operations Associate - GS6 to be based in Vientiane. This position will under the direct supervision of IT Operations Officer and will carry out the following duties and responsibilities:</p> <p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"><li>• Carry out system and hardware maintenance tasks, such as running specialised network monitoring and system protection, to ensure technology is running effectively;</li><li>• Monitor technology reliability, identify user needs, analyse data and produce accurate reports in order to recommend IT solutions to support informative decision-making;</li><li>• Resolve queries independently, escalating if required, to ensure that standard IT questions are answered and accurate information is provided to staff;</li><li>• Provide standard technical training to end users of commonly used technology and systems, in order to assist WFP staff in conducting their work;</li><li>• Provide guidance and training to junior colleagues in the delivery of IT support services to support the capability building of staff;</li><li>• Support the co-ordination of new application implementation in order to provide WFP staff with the tools they need to perform effectively;</li><li>• Draft standard material such as end-user and technical documentation to ensure staff have access to required information about IT services and products;</li><li>• Implement improvements to methods and processes within the IT division in order to support the continuous improvement of IT services provided;</li><li>• Coordinate installation and maintenance of telecommunications systems and equipment, to ensure optimal services in compliance with standard operations procedures;</li><li>• Coordinate a team of IT staff to ensure individual and team objectives are met in compliance with all relevant regulations and policies;</li><li>• Follow set emergency response processes and procedures as required to provide support in enabling emergency food assistance needs to be met;</li><li>• Perform other duties as required.</li></ul>	<p><b>Education:</b> Completion of university or higher diploma degree in computer science, majoring in network administration or basic programming or any related functional area. Language: Fluency in both oral and written communication in English and Lao.</p> <p><b>Experience and skill:</b></p> <ul style="list-style-type: none"><li>• At least four years of progressively responsible job related experience in information technology or telecommunications or information management, such as, WAN/LAN networking, operating systems, telephone services, radio unit, web design, registry or similar. Some experience in client support, such as, a Help Desk or User Support Unit, web design team, telephone maintenance service, e-marketing group, hotline, or similar.</li><li>• Has experience analysing service management results and development service enhancement recommendations.</li><li>• Has participated in business process re-engineering efforts and identified service management improvements.</li><li>• Has experience participating in country office procurement/budgeting process.</li><li>• Previous work experience in a UN agency would be an advantage</li></ul> <p><b>Application Submission</b> Application are required to apply online by 26 October 2017 <a href="http://www1.wfp.org/careers/job-openings">http://www1.wfp.org/careers/job-openings</a> Requisition ID# 67885</p> <p>WFP is committed to gender balance in all functions and at all levels. We are committed to increasing the number of female staff in our offices. <b>Female candidates in particular are encouraged to apply.</b></p> <p>Only short-listed candidates will be contacted for an interview. Please note that CVs and other documents submitted to WFP cannot be returned.</p>