



JOB OPPORTUNITY

IT ASSISTANT

PCAsia is seeking an active and motivated candidate to fill the position of IT Assistant of a high profile and dynamic organisation.

PARLIAMENTARY CENTRE OF ASIA

The Parliamentary Centre of Asia (PCAsia), established in early 2021 in Phnom Penh, is the successor of the Parliamentary Institute of Cambodia founded in 2011, a transition that reflects an expansion of activities with Parliaments across Southeast Asia and encouraged through an MoU and the Resolutions of the General Assembly of the ASEAN Inter- parliamentary Assembly (AIPA). The mandate of PCAsia is therefore to contribute to the strengthening of Southeast Asian Parliaments through capacity building of their staff, based on the demands or requests of each parliament. It draws on the expertise of national, regional, and international partners (Parliaments and research centres).

ROLE OF DEPARTMENT

The roles of the Operations Department are to support the Executive Director and the PCAsia program departments with:

- Strategic management oversight of PCAsia's program and operations;
- The means for all external relationships with parliament and other stakeholders;
- All necessary IT, knowledge management, communications and publications functions;
- Identification and pursuit of pursue opportunities for new business development; and,
- Ensuring program compliance, quality and achievement of outcomes.

POSITION DESCRIPTION

The role of the IT is to ensure: efficient and timely IT support services to all users; optimum data security; accessible knowledge management systems; and, that external contractors provide excellent technical services.

MAIN RESPONSIBILITIES AND TASKS

- Assist in setting up computer hardware and software applications, network connection, and other office equipment.
- Assist in upgrading computer hardware and software applications, and other office equipment;
- Assist in relocating of computer and office equipment as required by the programmes and the institute.

- Assist in maintaining desktop and laptop computers, software applications, network systems, office equipment (copiers, telephone systems, etc.) and ensuring that all IT equipment is in good working order and IT-dependent activities continue to function smoothly.
- Assist in maintaining the servers and ensuring that they are in good working order.
- Assist in identifying, troubleshooting, fixing computer hardware and software problems, network connection and printing problems, email and Internet problems, computer viruses and other IT-related matters.
- Assist in providing on-the-job training/assistance/support for staff in hardware, software applications and network usage, and support in other IT-related work.
- Assist in responding to staff's requests for help, diagnosing problems, and identifying the appropriate resource to solve the problems.
- Assist in setting up equipment and providing technical support for conferences, workshops, seminars, forums and meetings in which PowerPoint and equipment such as laptop, LCD projector, translation equipment, etc. are used.
- Have experience in using/be familiar with Zoom, Microsoft Teams and other video conferencing software.
- Assist in ensuring all computers are free of viruses.
- Assist in repairing of malfunctioned computing and office equipment if they can be repaired.
- Assist in overseeing/supervising some IT-related activities.
- Be willing to work additional hours or outside normal office hours when major network problems or other IT-related matters occur.
- Assist to monitor that staff are making appropriate use of PCAsia hardware and software and giving training if needed.
- Assist in doing any other IT tasks required by the institute.
- Assist in the general administration of the IT unit.
- Other tasks required by Managers/Directors/Executive Director .

REQUIRED QUALIFICATIONS, SKILLS AND EXPERIENCE

Essential

- Bachelor's degree in Computer Science or Information Technology.
- Experience in an IT position performing similar duties.
- Excellent communication and interpersonal skills.
- Ability to prioritize and coordinate activities.
- Demonstrate abilities to work with minimal supervision.
- Willingness to work unsocial hours when system upgrade or maintenance are required.
- Good written and spoken English and Khmer language skills.

Desirable

- Ability to work in a team.
- Experience in meeting specified deadlines, with a results-based orientation.
- Ability to deal with suppliers at the senior level.

APPLICATION INFORMATION

Interested applicants should send a cover letter and CV to job@pcasia.org and indicate the salary expectation in the email message. The application deadline is opened until 11 August 2023. Only short-listed candidates will be contacted.