

1.0 Job Description

Position	Department	Reports to	Reportees/ Supervision	Grade
Information Technology Manager	HR & Admin	HR & Admin Specialist	Field IT Officer/ IT Outsourced Company	F

2.0 Purpose

Responsible for end to end IT service delivery for TBC including planning, deployment, and maintenance of applications and/or systems. Manages and facilitates prioritization of demand by collaborating with key stakeholders to identify user requirements, assess impact to other systems, consider all alternatives, compare costs, and recommend IT solutions. Manage life cycle of applications, infrastructure, and/or network services available across TBC offices in both Thailand and Myanmar.

3.0 Job Responsibilities, Duties & Tasks

3.1 Core Responsibilities & Duties

- **IT Strategy, Planning & Budgeting**
 - Work with Direct Supervisor in developing and executing TBC's IT strategy and action plan in accordance with TBC's organization strategy and TBC's IT mission.
 - Manage activities relative to IT work unit including application portfolio management, data security, disaster recovery requirements, and availability and fail-safe capability of systems.
 - Work with Direct Supervisor to manage IT budget and forecasts in support of realizing and meeting TBC's IT strategy and mission.
 - Develop a risk analysis of TBC's IT system to determine physical and electronic security risks and develop an IT Risk Management-Security Plan for TBC.
 - Track and report overall IT operational performance and impacts in business-related terms and on-going basis to TBC's Management Team.
- **Relationship & Partnership Management**
 - Initiate and maintain key relationships with IT partners, vendors and consultants to ensure processes are integrated to support user expectations.
 - Communicates effectively with functional peers, IT peers and vendors to solve business/technical problems and provide technical solutions.
 - Work with Direct Supervisor in reviewing service contract and service level agreements of IT outsourcing partners, vendors and consultants to ensure stability and service performance to support TBC's needs and users.
 - Keep peers and management informed of trends, significant problems, and unexpected delays in business-related terms.
- **Application, Infrastructure, and/or Network Management**
 - Monitor and manage systems life cycle of software to ensure the effectiveness of software in relation to changes in users' requirement and in technology trend.
 - Monitor the performance of security appliances, physical servers, virtual servers, storage, routers, switches, firewalls, IDS/IPS, and etc. to ensure their efficiency.
 - Analyse TBC's organizational needs and manage the implementation of infrastructure and network support and maintenance solutions as planned.
 - Establish and implement practical solutions of electronic data storage remote access solutions for all users across Thailand and Myanmar so as to foster the culture of information sharing and border-less collaboration.
- **IT Support**
 - Drive and manage the organizing of helpdesk and technical support, troubleshooting, and repair for IT equipment and networks by IT outsourcing partners and TBC's IT team to ensure efficiency and effectiveness.
 - Monitor the progress of IT support requests and ensure the requests are tracked, documented and resolved, and user updates are provided, in a timely manner.
 - Ensure all TBC users benefit from effective technology and efficient Internet access, and continually assesses needs and requirements
 - Manage IT related training for TBC users so as to help them become familiar with equipment, networks, netiquette and IT security.
- **IT Security and Audit**
 - Oversee all IT security, leads security initiatives and manage audits and responses.
 - Perform periodic and on-demand system audits and vulnerability assessments, including user accounts, application access, data security, network, file system and external Web integrity scans.

- Lead the implementation of security platforms and systems, including installation, configuration and maintenance of security software.
- **Data Storage and Back-Up**
 - Manage the storage and backup of data of TBC’s team drive and intranet to ensure data security and effective user access to data storage
 - Manage and monitor daily and weekly troubleshooting and maintenance of data backup to determine capacity, backup failures and backup issues.
 - Manage the installation and configuration of backup and storage software.
 - Manage the rehearsal of data backup and retrieval for TBC staff and key process owners.
- **IT Administration**
 - Ensure that all IT asset inventory are purchased, tracked, and maintained in line with TBC’s IT guideline and IT strategy and roadmap.
 - Identify and manage the procurement of licensed software in alignment with TBC’s organizational needs.
 - Manage the technical improvement and maintenance of TBC’s website and intranet.
- **Business and Technology Acumen**
 - Stay abreast of industry and technology trends to provide advice on strategic business and technology solutions.
- **Resource Management**
 - Provide guidance, leadership and mentoring to ensure optimum support for day-to-day operation of IT team and IT outsourcing partners.
 - Conduct performance reviews, provide input to pay decisions and implement positive discipline measures when necessary.
- Any other duties as directed by HR & Admin Specialist.

4.0 Job Specification (Minimum Job Requirements)

Education	Experience in humanitarian or related field	Experience in specific field or closely-related job, technical and behavioural skills
Bachelor Degree in IT management related field	<ul style="list-style-type: none"> • Not necessary but considered a plus 	<ul style="list-style-type: none"> • At least 3-5 years of experiences in IT Manager role • Good track record in delivery within timeframes and budget requirements • Good organisational and prioritising ability • A natural passion for continuous improvement, quality and a ‘can-do attitude’ • High level of interpretative skills of IT Management with the ability to communicate this in effective terms to users. • Experience in negotiation of supply services and agreements with IT contractors and vendors • Able to work with and collaborate with others vertically and horizontally • Able to manage and coach TBC’s IT team member • Good command of English and Thai language

5.0 Decision Making & Authority

Moderate

Work Base: Bangkok with periodic upcountry travel in Thailand and Myanmar	Preparation Date November 2017
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