

# IT & Technology For Development Officer

## PURPOSE OF THE POSITION

As the IT & Technology For Development Officer (IT&T4D), you are responsible for both the internal IT system and support to the program in promoting the technology applications in project initiatives. You will spend 50% working time for ensuring the internal network and system smoothly and efficiently functioned in compliance with ChildFund IT's strategy/policy, and spend 50% time remain for exploring potential digital means for effective programme delivery and promoting T4D related initiatives in project interventions, contributing to the reputation of the ChildFund in Vietnam's work as a thought leader in its specialist areas of focus: child rights and child protection, education, health and wellbeing for children.

## KEY DUTIES

- Monitor and maintain computer systems and networks to ensure efficiency, security and data safety for the whole IT system and propose necessary upgrade/change if needed;
- Ensure the whole system and ChildFund data are backed up both onsite and offsite;
- Troubleshoot and diagnose and solve hardware/software faults. Keep a logbook of problems and solutions;
- Advise users in day to day IT problems and manage the Office 365 system; Provide technical support for the use of any software used within the organisation;
- Provide recommendation to the admin team for the best sources of availability of various products and service required by the organisation, update system documents;
- Proactively monitor and recommend changes to improve processes and policies, bringing new ideas and solutions to improve IT services to the organisation; Maintain an inventory of hardware and software used and related licenses;
- Work closely with the program team to explore opportunities and provide technical and administrative support in the identification, assessment, and integration of potential technology initiatives into programming;
- Provide support and technical assistance to Specialist in working with technology suppliers to adapt technology and innovative solutions in projects, when required;
- Support the MEL team to develop relevant tools and system for internal M&E works;
- Build capacity of program staff and partners in analyzing the large amounts of data generated through T4D initiatives including the use of data visualization techniques and analytics tools, to enhance the technology competencies, capacities, and knowledge within the organisation;
- Represent ChildFund Vietnam at relevant workshops, establishing appropriate information-sharing and learning networking in Vietnam and internationally.

*Remain alert and responsive to any child safeguarding or sexual exploitation, abuse or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.*

## ESSENTIAL QUALIFICATIONS & EXPERIENCE

- University qualification in IT Management, Computer Science, Innovation, Digital Development or similar subject;
- At least 5 years of IT work experience and a year of direct professional experience in information T4D in an international organisation and/or corporation is required;
- Proven experience of IT solution consultation, implementation, and integration including supervising external vendors and software developers; responsibility for business analysis, budgets, contracts, project management and procurement;
- Experience in network maintenance, computer troubleshooting, and data back-up & security.

## DESIRABLE QUALIFICATIONS & EXPERIENCE

- Strong coordination skills with creative minded with knowledge of current trends & developments in IT & T4D.
- Experience in the development and implementation of IT projects;
- Microsoft or Cisco certifications.

## SKILLS

- Excellent communication skill;
- Strong accounting and mathematical abilities;
- Good time management skill to perform multi-tasks at the same time and meet deadlines;
- Good English skill;
- Ability to undertake detailed activities with accuracy;
- Ability to develop requests for and evaluate proposal in reference to leading-edge information service technology.

## CHILDFUND AUSTRALIA'S VALUES

Commitment to ChildFund Australia's values –  
Respect, Integrity, Collaboration, Change,  
Empowerment & Excellence



**Department:** Human Resources & Support Services (HRSS)

**Location:** ChildFund Australia Representative Office in Vietnam, Level 5, 127 Lo Duc, Hai Ba Trung District, Hanoi, Vietnam

**Employment:** Full-time, 3-year employment agreement

**Reports to:** Head of HRSS

**Other Information:** must have criminal background check before joining the organisation

**Please apply at** <https://teamchildfund.bamboohr.com/careers/329>



## ORGANISATIONAL CONTEXT

ChildFund Vietnam is the representative office of ChildFund Australia – an independent international development organisation that works to reduce poverty for children in developing communities.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists almost 23 million children and their families in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

ChildFund began working in Vietnam in 1995 and works in partnership with local government and civil society, as well as children, their parents, caregivers and communities to create lasting change, respond to humanitarian emergencies and promote children’s rights.

Projects are implemented in the northern provinces of Bac Kan, Cao Bang and Hoa Binh, where the majority of people are from ethnic minority groups; often the most vulnerable or marginalised sections of the population. ChildFund Vietnam’s projects focus on child rights and child protection, education, health and wellbeing for children. ChildFund Vietnam also prioritises building the resilience of young people, by giving them the opportunity to take part in sports, life skills learning, and supporting their participation in local decision-making processes.

## HOW WE VALUE YOUR CONTRIBUTION

### Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

### Leave

You will have access to 15 days of paid annual leave in the first year of service. From the second year onwards, leave entitlement is 20 days plus one additional day for every 5 years of service. You are also entitled to personal/carer’s leave, paid parental leave, school leave, child sick leave, study leave and bereavement leave.

### Flexible Working Arrangement

You will have access to flexible working arrangements. We encourage a culture of flexibility and enable conversations between yourself and your manager about maintaining work-life balance.

### Health Care Insurance program

We provide 24-hour coverage for Comprehensive Health Care insurance for all ChildFund Vietnam staff, including In-patient (Hospital & Surgical Insurance), Personal Accident Insurance and Outpatient Treatment Insurance. This program is also extended to family members depending on staff’s tenure with the organisation.

### Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

### Internal Social Welfare

ChildFund aims at creating a working environment and organisational culture where staff feels valued and cared for. We offer a comprehensive program of internal welfare activities, including monthly birthday celebrations, gifts for weddings and new born babies and quarterly team building activities (“Good Friday”).

**OUR VISION:** A world without poverty where all children and young people can say: “I am safe. I am educated, I contribute. I have a future.”

**OUR MISSION:** We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund Vietnam  
you will be  
contributing to every  
child being able to  
play, learn, and grow.