

TERMS OF REFERENCE

Position	Information and Technology (IT) Officer
Type	Local Full Time Contract
Duration	1 Year (Renewable, based fund available and performance)
Location	Office-based/RPHL Network Secretariat, Nonthaburi, THAILAND
Reporting	Regional Programme Director, RPHL Network

1. Background

About Regional Public Health Laboratory (RPHL) Network

In advancing global health security using a regional approach, the Regional Public Health Laboratory Network (RPHL Network) has been established in 2019 under the auspice of the Global Health Security Agenda [GHTA]. As of today, represented by the national public health laboratories of 14 member countries in Asia Pacific [11 of ASEAN Member States, Nepal, Papua New Guinea, and Pakistan], the Network aims to cultivate resilience and responsive health laboratory systems at both national and regional levels.

About the Current RPHL Website (Link: <https://www.therphl.net/>). Oversight by the RPHL Network Secretariat, RPHL Network website is operated for stimulating knowledge sharing, developing centralized repository, increasing the Network's visibility.

2. Scope of Work

To support the operations of the RPHL Network Secretariat in coordination with the Information Technology Division of the Department of Medical Sciences (DMSc), the incumbent is responsible for developing and managing digital systems, maintaining the RPHL Network website, ensuring data integrity and cybersecurity, supporting internal IT operations, and enabling effective digital communication across 14 member countries. The position plays a central role in ensuring that the Network's digital infrastructure is reliable, secure, accessible, and aligned with international standards. Specifically,

A. Main Job Responsibility

The Position role is highly comprehensive and critical, essentially functioning as the Technical Lead or Data & Systems Administrator for the RPHL Network, encompassing:

- Information Management:** Building, securing, and maintaining all databases, reporting systems, and ensuring data integrity and recovery.
- Web Presence:** Managing the RPHL Network's website back-end, content, and security, including coordinating cloud migration.

3. **End-User Support:** Providing day-to-day IT support, managing hardware/software, and offering technical assistance for all internal and external events/meetings.

1. Information Systems Administration & Digital Reporting

- Design and maintain digital reporting systems, dashboards, and information platforms for the Network to ensure data is accessible and actionable for the team.
- Manage the integrity, security, and accessibility of all institutional data, ensuring quality, protection, backup, and recovery across all systems.
- Administer user access rights, system configuration, and version control across digital tools and platforms.
- Support the seamless integration of various institutional datasets (e.g., laboratory performance, training records, CoP profiles, monitoring systems) for holistic reporting.
- Conduct routine data cleaning, validation, and system optimization to maintain high standards of data quality and system performance.
- Implement and manage database backup and restoration procedures to guarantee that the organization's information is protected and fully recoverable in any emergency or system failure.
- Develop and maintain digital systems for efficient collection, secure storage, distribution, and clear reporting of essential RPHL Network information (e.g., Community of Practice contacts, member profiles, and administrative documentation).

2. Website Management & Online Platform Operations

- Implement cybersecurity measures to protect systems and data from threats such as malware, viruses, and unauthorized access.
- Maintain the back-end system of the RPHL Network website, ensuring that the website operates efficiently and securely;
- Regularly update website content (news, events, documents, training materials, announcements).
- Ensure website accessibility, functionality, and compliance with branding and communication standards.
- Troubleshoot website errors and coordinate with developers or hosting providers when required.
- Optimise the website for performance, user experience, and information flow.
- Coordinate with the DMSc IT Department and other technical teams on cloud hosting migration (e.g., AWS) and domain system integration
- Support the operation and troubleshooting of office software, cloud tools, and related IT systems.

3. IT Systems Support & Technical Troubleshooting

- Provide day-to-day IT support to Secretariat staff (hardware, software, network, and connectivity issues).
- Maintain IT equipment inventory, licenses, and subscriptions.
- Manage cloud storage, digital collaboration tools, and secure communication platforms.
- Provide technical support during webinars, hybrid meetings, trainings, and regional events.
- Provide basic IT and software usage training to RPHL staff to improve digital literacy.
- Support RPHL-related exhibitions, displays, workshops, and other events requiring technical setup.

- Provide technical support during online activities or meetings hosted through the website or connected platforms (e.g., Zoom, web portals).
- Prepare technical reports summarizing maintenance activities, system status, and recommendations for improvement.
- Undertake any other related duties as may be assigned by the Regional Programme Director.

3. Qualifications and Experiences

- Bachelor's degree in Information Technology, Computer Science, Data Science, Software Engineering, or related field.
- A Master's degree is an advantage.
- Experience with regional or international development programmes is an asset.
- Proven ability in:
 - managing websites (preferably WordPress or similar CMS)
 - developing and maintaining databases
 - IT troubleshooting and system support
 - Cybersecurity and data protection
- Minimum of 3-5 years of experience in IT system operations and support
- Excellent IT skills including knowledge of on-premises infrastructure such as servers, networks and equipment
- Experience with cloud platform administration and software management
- Expertise in various software programs and computer systems.
- Experience in project management, security systems, or database design
- Excellent problem-solving skills, be detail-oriented, have strong communication skills, and be able to work both independently and as part of a team.
- Good command of written and spoken English.
- Organize work schedules and setting priorities to meet deadlines.
- Strong analytical, technical, and problem-solving skills.
- Skilled in backend website maintenance, plugins, and hosting management.
- Excellent organizational skills, attention to detail, and capacity to work under tight deadlines.
- Strong interpersonal and communication skills in English.

4. Salary and Compensation

The RPHL Network offers a competitive compensation package to commensurate with the candidate's experience, qualifications, and the complexity of this critical role.

- **Salary Range:** A gross monthly salary ranging from THB 45,000 to THB 52,000 (or local currency equivalent for the primary office location) is budgeted for this position. The final salary will be determined based on the applicant's qualifications and years of relevant experience.
- **Staff Group Health Insurance and Social security for Thai Nationality**
- **Relocation Cost**

5. How to apply

Interested candidates, who meet the above qualifications, should apply by sending an application

letter and CV together with the names and contact information of three references via the online recruitment system by clicking on [“APPLY”](#) Please select **“Information and Technology Officer”** position. Interested applicants are encouraged to apply as soon as possible, and before **December 31, 2025**.