



## Vacancy Announcement

**Position: IT Officer, RECOFTC Main Office**

**Deadline for application: 7 May 2024**

RECOFTC is an international nonprofit organization working towards a future where resilient communities with respected rights thrive in forest landscapes that they manage sustainably and equitably. We take a long-term, landscape-based and inclusive approach in supporting local communities to secure their land and resource rights, stop deforestation, find alternative livelihoods and foster gender equality. We have more than 36 years of experience working with people and forests and has built trusting relationships with partners at all levels. As a trusted, honest broker, we occupy a distinct position as an international organization that supports, informs and brings together governments, communities, businesses, academia and civil society organisations. Our innovations, knowledge and initiatives enable countries to foster good forest governance, mitigate and adapt to climate change and achieve the UN Global Goals. RECOFTC operates in the Asia-Pacific region, with country program offices in Cambodia, Indonesia, Lao PDR, Myanmar, Nepal, Thailand and Viet Nam.

We are inviting candidates to apply for the position of IT Officer, Knowledge Management, Information Technology and Strategic Communication Unit. The successful applicant will be based in the RECOFTC main office in Bangkok, Thailand. The contract duration is for 24 months with a possibility of extension subject to funding availability and satisfactory performance. The position is for Thai nationals only.

### Tasks and Duties

The IT Officer is a member of Knowledge Management, Information Technology and Strategic Communication unit and works under the supervision of the Digital Solutions Coordinator. The IT Officer is responsible for day-to-day IT technical support to staff including use of software, equipment, and digital platforms.

The IT Officer's specific tasks and duties includes:

- Provide day-to-day technical support and 'trouble-shooting' to RECOFTC IT users' access to digital platforms, hardware and software, including on premise infrastructure and network connectivity
- Assist and support the development and maintenance of RECOFTC's digital platforms, including knowledge management, intranet and business systems
- Support the unit in the implementation of data backup and security procedures across the organization
- Provide training on the use of IT systems and equipment to RECOFTC staff in Thailand and remotely to other country offices
- Foster a relationship with Kasetsart University's Computer Department to ensure reliable and uninterrupted internet and other support services for RECOFTC's operations
- Support the planning and implementation for purchasing, upgrading, and maintaining digital systems and infrastructure efficient organizational performance

- Support asset management and maintenance of the inventory of computer hardware and software, ensuring stock of frequently used spare parts is available on site for repair and replacement
- Maintain comprehensive documentation of IT systems, configurations, and procedures to facilitate troubleshooting and knowledge sharing
- Resolve IT issues and extending IT support across seven RECOFTC country offices addressing specific IT-related challenges and requirements including working with administrative officers to provide specifications and review supplier quotations
- Stay informed about emerging technologies and assess their potential benefits for the organization
- Perform any other duties as assigned by the Digital Solutions Coordinator, Digital Development and Knowledge Management Manager and the KMITSC Unit Director

### **Qualifications and experience:**

The IT Officer will have the following essential qualifications and experience.

#### Essential:

- Bachelor's degree in computer engineering or related field
- Minimum of three years of experience in IT system operations and support
- Excellent IT skills including knowledge of on-premises infrastructure such as servers, networks and equipment such as laptops
- Experience with cloud platform administration and software management
- Knowledge of IT procurement and asset management practices
- Excellent time-management and coordination skills
- Strong communications and interpersonal skills
- Good written and spoken English

#### Desirable:

- Familiarity with Microsoft 365 platform administration functions
- Experience in the development and delivery of IT projects
- Experience working in a non-profit organization environment
- Proficiency in digital events, audio-visual technologies
- Well informed about emerging technologies

### **RECOFTC's core values**

At RECOFTC, our core values are the foundation of our culture and guide all our work. In addition to job-specific skills and experience, the applicant should possess the following characteristics, attitudes and skills:

- Embrace innovation
- Adapt to and learn from challenges
- Nurture commitment, responsibility and ownership
- Collaborate with partners and stakeholders

- Committed to sustainability
- Cultivate participation, social inclusion and gender equity
- Prioritize wellbeing

## **How to apply**

Interested candidates are requested to submit a CV and a cover letter indicating why they are suitable for this position, with salary expectations and current contact details of three referees, including recent supervisors [click to apply here](#). Only short-listed candidates will be notified. RECOFTC has a competitive compensation package.

To learn more about RECOFTC, please visit our website [www.recoftc.org](http://www.recoftc.org)

Applicants shall not be discriminated against based on ethnicity, religion, age, nationality, physical disability, sexual orientation, gender identity, color, marital status, medical condition, or any other classification protected by RECOFTC's values and code of conduct. Reasonable accommodation may be made so that qualified disabled applicants can partake in the application process. Please inform RECOFTC's Human Resources in writing of any special needs at the time of application. Women are strongly encouraged to apply.

RECOFTC is an equal opportunity employer and the successful candidate will be selected based on merit.

RECOFTC retains the right to offer this position at a job grade relevant to the qualifications and experience of the selected candidate.