

## Annex 8: Position Description

### Principal Recipient Position Description

Position Title	Senior IT Officer	Grade	
Bureau/Department	IT Unit		
Reports to	PIP Manager		
Background/Main Role of Position	<p>The National Centre for Parasitology, Entomology and Malaria Control (CNM), has been implementing a strengthened and comprehensive malaria program since 2004 through a series of grants received from the Global Fund for HIV/AIDS, TB and Malaria (GFATM). The UNOPS as the Principal Recipient for the Regional Artemisinin Initiative and New Funding Model Grant received funding from the Global Fund to collaborate closely with CNM in the malaria fight. CNM is designated as the Principal Implementing Partner (PIP) for the program of Regional Artemisinin Initiative and New Funding Model in Cambodia. CNM, in collaboration with UNOPS and other partners, endeavours to ensure more effective decentralized malaria control operations at provincial and operational district levels and bring down the malaria related morbidity and mortality in the country.</p> <p>Under supervision of the PIP Manager, the IT Officer is responsible for the following functions:</p>		

#### Responsibilities

Responsibility 1:	To provide trouble shooting assistance and IT support to CNM staff;	
Activities		Outputs
<ul style="list-style-type: none"> <li>- Manage and monitor to IT Officer to Control of all PCs and Helpdesk of Networking Infrastructure Management System of CNM staff</li> <li>- To Assist IT officer to regularly Defragment Drive C one by one for all users.</li> <li>- To Assist IT Officer Monitoring and Checking Data Mail Traffic (Mail Server)</li> <li>- Manage and control IT Officer for Weekly backup Finance data</li> <li>- To Assist Check and deleted Cookies for all users</li> </ul>		

Responsibility 2:	To provide advance USER help desk support	
Activities		Outputs
<ul style="list-style-type: none"> <li>- Provided training and supervision for all the Computer User staffs</li> <li>- To manage Maintained Helpdesk for all users among CNM staff</li> <li>- To Assist IT Office to upgrade from Windows XP to Windows 7 and MS Office 2003, 2007 to MS office 2010 to all users.</li> <li>- Provide training new software OS and New office to all users.</li> </ul>		

Responsibility 3:	Software, hardware support and end user enquiries;	
Activities		Outputs

<ul style="list-style-type: none"> <li>- To assist The IT Officer to attended to the User requests and checked all the PCs and installed the required new software</li> <li>- To Support to Check Hard Disk all users to found any damage</li> </ul>	
--	--

<b>Responsibility 4:</b>	Maintenance of server for LAN, Dbase, email and Website;
<b>Activities</b>	<b>Outputs</b>
<ul style="list-style-type: none"> <li>- To support IT Officer constantly maintained and controlled the networking WAN/LAN</li> <li>- To support IT Officer to Created and maintained the E-mail System Server, and updated the CNM website whenever any new information was obtained from CNM unit and received the approval from CNM Management.</li> <li>- CNM Activities has been upload to CNM website such as : <ul style="list-style-type: none"> <li>- Message of Prime Minister on Malaria day</li> <li>- Message of Prime Minister on the Malaria Elimination 2011-2025</li> <li>- Graceful Message of Prime Minister on the Malaria Elimination 2011-2025</li> <li>- Picture Workshop on the Dissemination of Containment Project (2009-2011) Results</li> <li>- Video on mosquito distribution</li> <li>- Annual Report in Khmer 2012 at Naga World 21-22 March 2013</li> <li>- Cambodia Malaria Bulletin every 3 months</li> </ul> </li> </ul>	

<b>Responsibility 5:</b>	Check the firewall/antivirus files are updated to prevent new viruses flowing in
<b>Activities</b>	<b>Outputs</b>
<ul style="list-style-type: none"> <li>- To Assist to Checked the firewall and defense systems and performed strongly in defending against viruses.</li> <li>- To Monitor IT Officer to Obtained licensed Antivirus Software and provided new windows to all Users.</li> <li>- Weekly to manage IT officer to checked every computer and regularly updated the Antivirus software to provide good protection for all PCs</li> <li>- Disseminated information to all users to understand the systems process and screen against risky viruses</li> </ul>	

<b>Responsibility 6:</b>	Ensure licensing is distributed to all computers;
<b>Activities</b>	<b>Outputs</b>
<ul style="list-style-type: none"> <li>- To emphasize the necessity and importance of using licensed software for all computers</li> <li>- To ensure the good security in the Operating System.</li> <li>- To Protect the Spy ware very necessary using License Anti-Virus.</li> </ul>	

<b>Responsibility 7:</b>	Ensure all the inputs for dbase are recorded from the user
<b>Activities</b>	<b>Outputs</b>

<ul style="list-style-type: none"> <li>- To monitor with IT officer to carried out effective supervision:</li> <li>- Carried out spot checks on the dbase inputs from users</li> <li>- Provided training by phone (in case at provincial levels need help from us).</li> <li>- Regularly followed up for data.</li> <li>- To assist IT Officer to Checked the recorded data for completeness</li> </ul>	
---	--

<b>Responsibility 8:</b>	Identify bottlenecks and inefficiencies, determine solutions and make recommendation to improve the process;
<b>Activities</b>	<b>Outputs</b>
<p>The following bottlenecks have been identified:</p> <ul style="list-style-type: none"> <li>- Users tended to work with Flash drives without prior scanning and sometimes the Viruses affected the PC while the users worked on the flash drives</li> <li>- Good protection and no virus effect to the server, request to reduce using Flash drive or sent to IT control first</li> <li>- User must take full responsibility of contents any E-mail sent out using their email address.</li> <li>- Accessing attempting or supporting to access, another individual's data or information without proper authorization (e.g. using another NetID and password to look at their personal information) is strictly not prohibited.</li> <li>- Obtaining, possessing, using or attempting to use someone else's password is prohibited regardless of how the password was obtained (e.g. password sharing).No users are advised sharing their user name &amp; password under any person.</li> <li>- Tapping phone or network transmissions, including wireless transmission or supporting such as activities (e.g. running network sniffers without authorization) are strictly not allowed or accepted.</li> <li>- No users are allowed to download games, or any other programs from internet and install to the computer without authorization from IT staff.</li> </ul>	

<b>Responsibility 9:</b>	Any other tasks may be assigned the PIP Senior Management Team.
<b>Activities</b>	<b>Outputs</b>
<ul style="list-style-type: none"> <li>- To assist to and monitor with M&amp;E Dbase</li> <li>- to help create share folder Finance accounting with permission</li> <li>- to help create share folder M &amp; E</li> <li>- Procurement to help write the technical specifications of Computer</li> </ul>	
<p><b>Solutions and suggested improvements:</b></p> <ul style="list-style-type: none"> <li>- Need to urgently upgrade the Server</li> <li>- Budget for IT Server Requirement</li> <li>- No budget to buy License anti-virus for mail server</li> <li>- Computer Server will be damage any time because no UPS to</li> </ul>	

protect when the power cut off - Emphasize on the reduced use of working with flash drives and the need to scan for viruses prior to use of flash drives	
---	--

**Person Specification**

Experience	Essential:	<ul style="list-style-type: none"> <li>Master Degree with minimum three years relevant experiences or Bachelor Degree with minimum five years relevant experiences.</li> <li>Experiences in IT support and administration with Government/NGOs.</li> </ul>
	Desirable:	<ul style="list-style-type: none"> <li></li> </ul>
Specific Skills and Knowledge	Essential:	<ul style="list-style-type: none"> <li>IT Networking; Mail sever and develop Website</li> </ul>
	Desirable:	<ul style="list-style-type: none"> <li></li> </ul>
Qualifications and Training	Essential:	<ul style="list-style-type: none"> <li>Master Degree with minimum three years relevant experiences or Bachelor Degree with minimum five years relevant experiences.</li> </ul>
	Desirable:	<ul style="list-style-type: none"> <li></li> </ul>

Signature \_\_\_\_\_  
*Manager*

Signature \_\_\_\_\_  
*CNM Director*

DATE \_\_\_\_\_

DATE \_\_\_\_\_