

**Terms of Reference for:  
IT HELP DESK TECHNICIAN**

**Duty Station:** Phnom Penh of Cambodia.

**Duration of assignment:** Full Time (from June to Dec 2020), with possibility for extension of services with satisfactory performance and available budget

**Summary of Assignment:** IT HELP DESK TECHNICIAN

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### **1. Background**

The National Center 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 2 Elimination (RAI2E) 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 2 Elimination in Cambodia. CNM in collaboration with UNOPS and other partners, endeavors 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.

### **2. IT HELP DESK Technician Assignment Objectives, Scope, and Tasks**

Under the supervision of the Senior Data Manager, the IT HELP DESK Technician will install and maintain computer systems and networks aiming for the highest functionality in CNM. He/She will also “train” users of the systems to make appropriate and safe usage of the IT infrastructure.

A successful IT HELP DESK Technician must have a thorough knowledge of computer software and hardware and a variety of internet applications, networks and operating systems. The ideal candidate will also have great troubleshooting abilities and attention to detail.

The goal is to build and maintain updated and efficient computer systems and networks to optimize the role of technology on project sustainability, an IT HELP DESK Technician’s duty include

- Set up workstations/network with computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware (HDD, mouse, keyboards etc.) to ensure functionality
- Install and configure appropriate software and functions according to specifications
- Develop and maintain local networks in ways that optimize performance
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule
- Identify computer or network equipment shortages and place orders

### **3. IT HELP DESK Technician Qualification Requirements**

The assistant will be evaluated based on the quality and relevance of experience with regard to the criteria listed below. Minimum qualification requirements are provided for certain criteria, where applicable.

- Degree in Computer Science, Information Technology or relevant field
- At least 3 years of experience as IT Technician or relevant position
- Good knowledge of modem, router, switch and Wifi configuration
- Good knowledge of network cable installation
- Excellent diagnostic and problem-solving skills
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- Experience software, hardware peripheral installation, maintenance troubleshooting
- Proficiency in English and Khmer

### **4. Duration of the Assignment**

This is a full-time assignment from June to December 2020.

The Client will assess the performance of the IT HELP DESK Technician at three months after initial engagement and thereafter annually (if applicable), and reserves the right of contract termination in the event of unsatisfactory performance. Extension and provision of additional days of input will be considered depending on the performance of the IT HELP DESK Technician and required tasks for the extension, if deemed necessary.