ActionAid is a global movement of people working together to achieve greater human rights for all and defeat poverty.

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ActionAid Bangladesh is looking for a suitable candidate for the following position:

Associate Officer – ICT

Unit	:	ICT
Location of Posting	:	Cox's Bazar
Types of contract	:	Fixed-term contract up to 31 December 2026 (if not extended)
Number of positions		01
Salary and benefits	:	Monthly Gross Salary BDT. 50,281 with other benefits mobile & internet allowance, group life insurance and medical insurance only.

Role Overview

This position supports the full ICT operations in Cox's Bazar for ActionAid Bangladesh (AAB), an international NGO. The incumbent is responsible for overseeing the ICT infrastructure, Network development with maintanace, troubleshooting and services spanning Cox's Bazar Base Office, Teknaf Office, Ukhiya Office, Teknaf Warehouse, AAB Hostel, and OCC centers located at Upazila Health Complexes Chittagong Area. Associate Officer-ICT (Cox's Bazar) provides planning, Apps base attendance system, vendor management, user training, and ensures digital safety, service uptime, and operational efficiency across all humanitarian and organizational programs in the region. This role requires both technical and managerial skills, reporting directly to Senior Officer- ICT / Deputy Manager with management and collaborating with field and central office leadership.

Key Responsibilities

- Configure, troubleshoot, and maintain LAN/WAN networks across offices, camps, and remote sites.
- Configure and maintain wireless routers and access points for secure connectivity.
- Install, configure, and maintain CCTV / IP camera systems including NVR/DVR.
- Configure and support network and multifunction printers.
- Provide audio-video conferencing system support and monitoring.
- Provide Office 365 user support, including Outlook, OneDrive, Teams, and basic user account management.
- Configure and maintain laptops and desktops.
- Deliver desk-to-desk IT support for office users.
- Provide camp-based IT support for field operations.
- Deliver remote IT support as required.

Technical Support

- Configure, manage, and troubleshoot LAN/WAN/VPN networks, wireless routers, access points, and network security across base, field, and camp offices.
- Monitor internet connectivity, bandwidth, and network performance; coordinate with ISPs and vendors to ensure uninterrupted services.
- Install, configure, and maintain routers, switches, CCTV/IP cameras (NVR/DVR), and other network-integrated systems.
- Provide technical support for laptops, desktops, printers, scanners, biometric devices, and peripheral equipment.
- Troubleshoot hardware, operating systems, applications, and network-related issues including Windows 10/11 and Office 365 (Outlook, Teams, OneDrive, SharePoint).
- Manage user accounts, access permissions, and basic domain/cloud services in line with ICT policies.
- Deliver desk-to-desk, camp-based, and remote IT support to ensure smooth daily operations.
- Conduct regular site visits, system checks, preventive maintenance, and basic safety inspections.
- Maintain network documentation, LAN/WAN records, cabling details, and IT asset register.
- Support ICT procurement, vendor coordination, user orientation, and basic administrative ICT tasks.

Staff ID Card Printing & Graphics Design Related Work

- Handle the complete ID card printing process using Evolis printers, including staff data management, photo processing, card design, and final printing.
- Design and update staff ID card layouts in line with organizational branding and security requirements.
- Ensure accuracy and quality of ID card data, photographs, and printed output.
- Operate, maintain, and troubleshoot Evolis ID card printers to ensure timely and error-free printing.
- Coordinate closely with the People & Culture Department and other relevant teams for ID card approval, updates, and reprinting as required.
- Maintain proper documentation of staff ID card requests, approvals, and printing history.

Microsoft 365 & Network Management

- Support, administer, and troubleshoot Microsoft 365 services including Outlook & Exchange, Microsoft Teams, OneDrive for Business, and SharePoint Online.
- Assist in user account creation, access control, and permission management using Entra ID / Azure AD.
- Provide guidance on secure file sharing, collaboration, version control, and data protection best practices.
- Conduct basic user training and support for Microsoft 365 tools.
- Install, configure, maintain, and troubleshoot LAN, WAN, MAN, and VPN networks across all locations.
- Configure, manage, and optimize MikroTik routers, switches, and wireless access points.
- Implement IP addressing, MAC binding, VLAN segmentation, and basic routing policies.
- Monitor bandwidth utilization, QoS, and overall network performance.
- Configure firewall rules, access control, and basic network security measures.
- Coordinate with ISPs to ensure stable internet connectivity, redundancy, and uptime.
- Maintain structured cabling, network documentation, IP lists, and topology diagrams.

Security Surveillance & Network Attached Systems

- Operate, monitor, and maintain CCTV / IP camera systems, NVR/DVRs, and network-attached storage
- Ensure continuous monitoring, recording, and regular system health checks
- Support NAS or centralized storage solutions integrated with network infrastructure
- Perform preventive maintenance and troubleshooting of security surveillance and network devices

Attendance & Access Control Systems

- Manage mobile app-based and biometric attendance systems for 400+ staff
- Configure GPS-based attendance, geofencing, and location mapping using network-enabled systems
- Maintain backend admin panels, user access, logs, and system reports
- Provide immediate technical support for attendance, access control, and connectivity-related issues

Cross-Unit ICT Support, Procurement & Vendor Coordination

- Coordinate ICT support for internal and external meetings across CXB operations, ensuring all technical requirements are met.
- Set up ICT equipment for events, including projectors, sound systems, internet hotspots, and power backup outside the base office.
- Support awareness campaigns, digital booths, and information centers by deploying mobile ICT solutions as needed.
- Perform additional supervisory or technical duties assigned to support ICT operations across all locations.
- Assist in procurement of ICT and network equipment in coordination with logistics and the Dhaka ICT team.
- Prepare comparative statements, technical specifications, and vendor assessments for ICT purchases.
- Track delivery, installation, asset tagging, and documentation of ICT and network devices.
- Maintain ICT asset registers and vendor databases.
- Provide ICT and network setup support for meetings, trainings, and events, including internet, projectors, and sound systems.

Educational Qualification and Experience

- B.Sc. in Computer Science and Engineering.
- Minimum 3-year(s) experience.
- The applicants should have experience in the following areas:
- Network Engineer/ Support Engineer.
- Strong practical knowledge in CCNA, MTCNA, MTCRE, and ITIL 4 areas is highly desirable

Desired Skills

- Hands-on IT support skills, including hardware troubleshooting, servicing, and software installation, configuration, and troubleshooting.
- Proficient in Windows OS (10, 11, Server 2012) with practical experience in Active Directory, DHCP, and DNS management.
- Practical knowledge of Microsoft Office 365, OneDrive, SharePoint and Teams.
- Experience in CCTV/IP camera installation, configuration, and troubleshooting.
- Knowledge and hands-on experience in wireless networking, access points, and routers, with troubleshooting skills.
- Ability to design, implement, and maintain LAN, MAN, WAN, and VPN networks.
- Experience in maintaining, managing, and upgrading NAS and file servers for data integrity and performance.
- Familiarity with cloud computing concepts is an added advantage.

Training and Certifications

- MTCNA, MCSE, and Microsoft 365 will be added advantage.

Application instructions

Only those who meet the above requirements are requested to apply following these instructions:

- Last date of application is **21 January 2026.** Interested candidates are requested to apply before the deadline.
- Please **click here** to submit your application.

ActionAid Bangladesh aims to attract and select a diverse workforce ensuring equal opportunity to everyone, irrespective of race, age, gender, sexual orientation, HIV status, class, ethnicity, disability, location, and religion. Any personal persuasion/phone call will result in the disqualification of candidature.

ActionAid Bangladesh has a non-negotiable policy of ZERO TOLERANCE towards Sexual Harassment, Exploitation, and Abuse (SHEA), Child Protection Policy, and other relevant safeguarding policies and expects all employees to abide by the Safeguarding Policies and Code of Conduct of ActionAid Bangladesh.

N.B: There is no cost involved with applying for positions at ActionAid Bangladesh. Any solicitation of fund / money from job applicant should be regarded as fraudulent.