

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

**act:onaid**

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 contracts	:	Fixed Term Contract.
Duration	:	Up to December 2025 (have possibility for further extension upon the Approval of donor project).
Number of positions	:	01 (One).
Salary and benefits	:	Monthly Gross Salary BDT. 52,890 with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc.

### Role Overview

This position assists all staff of Cox's Bazar with technical support of desktop and Laptop computers, Applications, Networks, Web, MIS, ERP, Internet, and related technology. Support includes any IT hardware installation and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The position utilizes one-to-one support to end users and AAB Cox's Bazar Network. The employee in this position also assists in the maintenance and testing of the network, printers, network printers, wireless connectivity (Access Point), and associated equipment of Action Aid Bangladesh IT. The position's responsibilities require independent analyses, communication, and problem-solving. Work is performed with little supervision and requires initiative and judgment.

### Job Summary

- Microsoft 365 administration – Office 365, MS Teams, OneDrive, Outlook, SharePoint working experience.
- Mikrotik configurations, troubleshooting, and maintenance.
- Networking skills (LAN, WAN) configurations, troubleshooting and maintenance.
- CC camera/ IP camera configurations, troubleshooting, and maintenance.
- Network printers, Multifunctional printer troubleshooting, maintenance, and configurations.
- Wireless router, access point configuration, troubleshooting, maintenance, and monitoring.
- Audio-video conference system support, troubleshooting, maintenance, and monitoring.
- Desk-to-desk office user IT-related support.
- Laptop-desktop configurations, troubleshooting, maintenance, and monitoring.
- Attendance system troubleshooting, maintenance, and monitoring.
- Camp-based user IT support.
- Remote IT support.
- External, field-level staff IT support.
- ERP knowledge.

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- Bandwidth management, VPN, MAC Bind, Queue management, and monitoring working experience.
- IT Vendors Management.

## **Key job responsibilities include (not limited to)**

### **ICT Technical Support**

- Ensure the smooth running of all IT systems, including anti-virus software, and multifunction printer services, and ensure the security of data from internal and external unauthorized access.
- Maintain and troubleshoot all network and computer-related issues.
- Knowledge of network and hardware troubleshooting and ability to provide all kinds of technical support.
- Knowledge of the Installation of the operating system.
- Conduct electrical safety checks on computer equipment.
- Monitor performance and manage parameters to provide fast responses to front-end users.
- Provide technical support for both hardware and software issues of our users.
- Network troubleshooting, network maintenance, and network cabling.
- Integrate and configure computer networking for best performance.
- Assist in implementing LAN/WAN/Internet/Intranet connectivity for remote locations and design systems for those locations to maintain the entire Internet/intranet from a central point.
- Knowledge of Microsoft 365/ Office 365 (MS Outlook, Skype for business, MS Teams, OneDrive, Yammer).
- Assists staff with the installation, configuration, and ongoing usability of desktop and laptop computers, peripheral equipment, and software within established standards and guidelines.
- Troubleshoot and repair hardware, operating systems, and applications.
- Works with IT vendor support contacts to resolve technical problems with desktop computing and laptop computing equipment and software.
- Interact with numerous computer platforms in a multi-layered client-server environment.
- Ensure desktop and laptop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- Trains and orients staff on day-to-day use of hardware and software.
- Works with the procurement team to purchase hardware and software for new staff.
- Assesses functional needs to determine specifications for purchases.
- Orders and receives computer/IT Accessories supplies.
- Maintaining LAN/WAN records and, as appropriate cable.
- Maintain IT asset register.
- Provide overall administrative support.

### **User Support (Cox's Bazar Office, Teknaf Office & Camp)**

- Provide client support and technical issue resolution via E-Mail, phone, and another electronic medium.
- Configure software to connect to AAB online application servers.
- Provide training to staff in the use of systems and applications as related to Internet and AAB IT resources.
- Obtain a general understanding of OS and application operations related to company-offered services.
- Identify and correct or advise, on operational issues in client computer systems.
- Perform the creation of new accounts using company-provided software tools.
- Individual User restriction on Software installation.
- Individual User configuration licensed Windows 10 & Office 365 as per AAI guidelines.

- install and support all ICT hardware and software.

## Network Support

- Network Setup & Expansion.
- Monitor and maintain computer systems and networks.
- Network Management and Monitoring.
- Understanding of SPAM e-mail control within users.
- Ensure effective uses of IT resources within AAB users.
- Ensure that all users are connected through AD and Action Aid “prescribed” Domain.
- Ensure the internet connectivity for all users through structured LAN/Wireless cabling.
- Ensure the user's data back up in the cloud and restore data without any damage of data.
- Power maintenance for IT Unit.
- Power Troubleshooting for IT Unit.
- Maintaining & servicing UPS for Uninterrupted Power Supply.
- Ensure Virus-free Network.

## Procurement and Communication

- Contact vendors for market status and collect quotations for procurement of IT equipment.
- Works with IT vendors support contacts to resolve technical problems with Desktop Computing and Laptops Computing equipment and software.
- Assesses functional needs to determine specifications for purchases and work with the procurement team to purchase hardware and software for new staff.
- Prepare bill voucher as finance requirement.

## Required Educational Qualification and Experience

- B.Sc. in Computer Science and Engineering / EEE / Diploma will be preferred.
- Minimum 2-year(s) experience.
- The applicants should have experience in the following areas:
- Network Engineer/ Support Engineer.

## Desired Skills

### Technical Skills

- IT Support, Computer Hardware troubleshooting, and servicing. Software installation, configuration, and troubleshooting skills are mandatory.
- Operating System (Windows): Windows 10, 11, Windows 2012, Active Directory, DHCP, MikroTik router management skill.
- Application: Microsoft Office 365, Microsoft One Drive, and Microsoft Teams knowledge skills are mandatory.
- CCTV / IP camera installation knowledge and troubleshooting experience required.
- Wireless Networking / Wireless Access Point/ Wireless Router installation, troubleshooting, problem-solving knowledge.

### Networking Skills

- Designing and implementing Networks (LAN, MAN, WAN, VPN) Using the Windows platform.
- Active Directory services. ▪ Dynamic Host Configuration Protocol (DHCP) server.
- Domain Name System (DNS).
- MikroTik Device Knowledge will be an added advantage.
- Cloud Computing Knowledge will be 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 **20 Feb 2025**. Interested candidates are requested to apply before the deadline.
- Please [click here](#) to submit your application.

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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.