

The German government's international cooperation enterprise for sustainable development, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, operates world-wide on behalf of German Ministries, the governments of other countries and international clients. GIZ has a record of more than 60 years working in Thailand. For the Agriculture and Food Cluster we are currently looking for an IT Officer.

## IT Officer

The IT Officer will be responsible for the overall smooth and uninterrupted functioning of the IT systems of the projects under the Agriculture and Food Cluster.

### Responsibilities and Tasks:

- Provide full support to Agriculture and Food Cluster operations on technical computing including hardware and software applications, networking etc. to internal IT users such as trouble-shooting, analyzing, maintaining, etc. in order to proactively and effectively applies IT solution
- Initiate the IT Diagram to conclude the existing of both equipment and network in GIZ Cluster office (Nana, DOA and RD)
- Lining the LAN line as well as set up, maintenance and improve the Wi-Fi internet
- Ensure the availability of up-to-date hardware (laptops, servers, all PCs) in accordance with current GIZ standards
- Deal with maintenance of NAS Storage, notebooks, printers, scanners and other hardware
- Setup QNAP NAS account for new comers
- Discuss possible new purchases of or improvements to hardware and networks with the office manager, based on the requirements and recommendations outlined in GIZ's IT guidelines
- Install and configure all standard GIZ software (e.g. Office365, WinPACCS, SAP)
- Tests new or upgraded software and updates all the software to the latest versions
- Provide and maintain backup programmes to ensure system availability
- Regularly update antivirus and other software
- Ensure the availability of Network with update, maintenance of hardware and software as well as consult the service provider or supplier for problem solving.
- Work with PR Communication team to update and necessary modifications on websites
- Consult with suppliers to guarantee the availability of the network and IT hardware
- Monitor the market for quality and value for money, and is responsible for specifying and procuring computer equipment
- Manage and ensure general administration of the entire IT system
- Back up data and deal with the problem of data security
- Resolve all computer and internet problems, prepares all the necessary information and provide phone support
- Ensure that an IT emergency service is available
- Notify the GIZ IT help desk of fundamental problems with GIZ IT applications

**Qualifications:**

We are looking for a candidate who possesses (the equivalent of):

- Bachelor's Degree in IT, Computer Science, Computer Engineer or related field.
- 3-5 years' work experience in Technical Support, System Administration in multicultural environment
- Strong working knowledge of Windows 7, 10, Server 2008 / 2012 / 2016
- Knowledge in CMS (WordPress)
- Understanding of search engine optimization (SEO) is a plus
- Fundamental knowledge of storage technologies (QNAP NAS is a plus)
- Knowledge in Office365, SharePoint
- Understanding of Networking concepts and data backup solutions.
- Good communication, analytical thinking and effective communication skills with interpersonal and leadership skills
- Open and service minded, proactive with sense of urgency, positive thinking and self-motivated
- Good communication in both Thai and English

This will be a fixed-term contract, starting as soon as possible and running until December 2022 (with high possibility of extension).

Please submit your application and CV to [norrapat.taratonrattanakul@giz.de](mailto:norrapat.taratonrattanakul@giz.de). The deadline for applications is Friday, August 6, 2021. Only shortlisted candidates will be contacted. GIZ Thailand is an equal opportunity employer and actively encourages gender diversity within the company and operations.

GIZ Office Bangkok

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<https://www.youtube.com/channel/UCeyVDmQIGbPvII5Ccob91JQ>

<https://www.youtube.com/user/GIZonlineTV>