

JOB DESCRIPTION

Job Title: IT Assistant Manager/ IT Manager	Report To: Assistant Manager/ Manager 1
Location: Phnom Penh	Date: November 2020
<p>Purpose of role:</p> <ul style="list-style-type: none"> • The IT Assistant Manager is accountable for the smooth running of computer systems & functional systems. 	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Manage and control IT inventory within budget and time constraints • Investigate end user problems, identify their source, determine possible solutions, test and implement solutions, document for future reference • Able to determine and implement change processes to improve workflow efficiencies • Monitor performance of IT systems, determine cost, productivity levels and recommend in improving IT infrastructure • Anticipate communication and network problems and implement preventive measures • Ensure timely communications regarding updates and changes to IT policies • Effectively troubleshoot networks, system and applications to identify and correct malfunctions and other operational difficulties • Install and configure ethernet networks, network cabling and other related equipment • Maximizing network performance by monitoring performance, troubleshooting network problems, schedule upgrades and collaborate with the rest of the IT team and stake holders. • Plan and advise on effective IT infrastructure and systems based on project needs • Able to mentor and develop team 	
<p>Competencies:</p> <ul style="list-style-type: none"> • Good written and spoken English skills, able to communicate effectively with all levels • Good working knowledge of data protection methods and security • Proficiency in Microsoft Office Products • Very good at problem solving skills • Strongly manage highly confidential data 	
<p>Qualifications and Experiences:</p> <ul style="list-style-type: none"> • 2 years' experience as Human Resources generalist or in financial planning • At least 4 years in IT infrastructure and management in a similar role 	