

Educo Bangladesh is Looking for an ‘Assistant Officer – IT’



Educo is a global development and humanitarian NGO based in Barcelona, Spain with about 30-year experience working in 14 countries. We work with and for children and their communities to promote just and equitable society that can secure their rights and wellbeing. We envision a world where all children fully enjoy their rights and lead a life with dignity. We are a member of ChildFund Alliance, one of the largest global networks of child-focused development organizations working to create opportunities for children and youth, their families and communities.

Since 1999, we have been implementing development programmes in Bangladesh in the marginalized urban and rural areas and with time we expanded our works to broader geographical areas. Currently, we are working in 10 districts of the country. Currently Educo Bangladesh has 6 external funded and 9 internal funded projects.

Currently, we are looking for an ‘Assistant Officer – IT’ to assist IT team by providing day-to-day support and ensure seamless program operations of Educo Bangladesh Team.

Name of Position	Assistant Officer – IT
Number of Vacancy	01
Job Location	Country Office, Dhaka, Bangladesh
Report to	In charge, Informatics
Contract Duration	Initially 02 Years. High possibility of extension based on satisfactory performance, project/program requirement and availability of fund.
Working Conditions	The position is based at Country Office, Dhaka but will require frequently field visit as per requirement.

Purpose	Engagement	Delivery
----------------	-------------------	-----------------

Title	Assistant Officer – IT
Purpose	Assist team by providing day to day efficient IT support to ensure the smooth working environment. Ensure the effective use of technology into the basic mission of Educo Bangladesh as per IT plan. Ensure well-functioning IT equipment’s through smooth operation of email, network & internet connection in different Offices.
Engagement	<ul style="list-style-type: none"> ▪ Communicating with Educo staff to solve their day-to-day technical problems. ▪ Communicating with BTCL (Bangladesh Telecommunications Company Ltd.) & ISP (Internet Service Provider) company for smooth Internet connection. ▪ Communicating with vendors for buying & repairing product. ▪ Functional engagement with all departments in country office and Project Offices.

Delivery	<ul style="list-style-type: none"> ▪ Installing & configuring of network equipment like Switches, Routers, network cards, Network Printer, Wireless access point etc. ▪ Troubleshooting of network, desktop/laptop, printers, and other IT hardware. ▪ Configuring LAN, E-Mail & Internet system at client computer. ▪ Monitoring & troubleshooting all IT Hardware/equipment's & issues. ▪ Providing effective technology support for arranging various programs, meetings, workshops & trainings etc. ▪ Preparing Network cabling & Maintenance. ▪ Updating IT Inventory. ▪ Monitoring & time to time scanning all computer systems with licensed antivirus & ensuring regular data backup and safe recovery of data.
-----------------	---

Job Summary:

The **Assistant Officer - IT**, under the direct supervision of the Incharge, Informatics, is responsible for well-functioning of IT equipment's through smooth operation of Email, network & internet connection in Country Office & all Project Offices. S/he will communicate with different vendors and provide effective technical support to all the staffs to facilitate their workflow smoothly.

Responsibilities

Sl.	Key Areas of Accountability	Essential Tasks	%
1.	Installation and configure New Hardware & Software with System Up-gradation	<ul style="list-style-type: none"> ▪ Install windows for Country Office & Project Offices computers. ▪ Install different software such as new ERP Software, Office365 apps, SPSS, Adobe Applications, Antivirus, 7zip Software, Bijoy Bangla etc. ▪ Install network printer, scanner, Computer Assembling etc. ▪ Hardware troubleshooting & maintenance. ▪ Update IT Inventory application of IT Department. 	40%
2.	Provide IT Support to the End User	<ul style="list-style-type: none"> ▪ Provide effective technical support for laptop, Desktop, printer, and scanner to the end user. ▪ Maintenance of computers / printers / scanners / photocopy machine of Educo Country Office. ▪ Support all staff to increase their capacity building. ▪ Ensure smooth Internet connection for all staffs. ▪ Evaluate user needs and system functionality and ensure that IT facilities meet them. 	40%
3.	Update IT Asset (Hardware) Register and Database Maintenance	<ul style="list-style-type: none"> ▪ Track asset (Hardware) and prepare asset list. ▪ Regularly update the IT asset list. ▪ Ensure proper maintenance of IT equipment's. ▪ Ensure regular data backup and safe recovery of data ▪ Maintain data in order regularly 	05%

4.	Communicate with Vendors and Others	<ul style="list-style-type: none"> ▪ Communicate with different vendors according to organization's need. ▪ Coordinate with staff regarding any IT needs and solutions ▪ Communicate with ISP company if we face Internet connection problem. 	10%
5.	Others	<ul style="list-style-type: none"> ▪ Assist in updating the IT policy & IT Infrastructure with new technology under guidance of In Charge. ▪ Work as back up of the In charge, Informatics. 	05%

Perform any other responsibilities defined by organization/management as and when required.

Core Values:

Social Commitment
Equity
Respect

Core Principles:

Participation
Non-Discrimination
Transparency
Dynamic Spirit

Education:

B.Sc/M.Sc in Computer Science and Engineering (CSE) with CCNA & Hardware course certification will get advantage.

Experience and Requirements:

- ✓ A minimum of **2 Years** IT experience at NGO/INGOs especially in child rights-based organization
- ✓ Maintain positive relationships with colleagues and different stakeholders
- ✓ Ability to follow procedures, meet deadlines, and work cooperatively with team members
- ✓ Be patient and have team building attitude by being respectful to others
- ✓ Have skill to prioritize tasks under pressure and to understand the situation
- ✓ Capacity to deliver job timely and balance work-life
- ✓ Resourcefulness, initiative, and maturity of judgment
- ✓ Positive attitude, sensible and good understanding of gender
- ✓ Excellent Leadership Skills, Proactive and Empathetic

Language:

- Position requires English at intermediate level and Bangla at advanced level. Excellent communication skills, both in verbally and written.

Knowledge and Skills:

- Advanced Knowledge on MS Word, MS Excel, Power point, MS Outlook, Photoshop, Illustrator, Remote Desktop Applications & MS Teams.
- Knowledge on Trouble shooting and solving.
- Application Developing and IT Planning Skill.
- Excellent analytical skills and problem solving capacity.
- Excellent interpersonal and communication skills.
- Ability to summarize complex information and effectively deliver information to easy way.
- Ability to work as a team member.
- Ability to work under pressure.

Salary and Benefits:

Monthly Gross Salary is **BDT 33,700 (Taka Thirty-Three Thousand Seven Hundred only)**.

Plus: PF (10% Contributory), Gratuity, 02 Festival Bonuses, Insurance, and others admissible benefits as per Educo HR Policy.

Our Accountability:

For Educo, accountability means fulfilling our responsibility to listen and respond to the opinions and needs of our stakeholders in the decisions we make and the activities we undertake, with the aim of increasing our impact and ensuring the responsible use of resources.

Child Safeguarding:

Educo is committed to prevent violence and maltreatment to children by fostering a safeguarding culture in which interactions with children promote their dignity and favor their comprehensive development and wellbeing in a safe and protective environment. Educo will ensure to "do no harm" to children and to be a child safe organization.

INSTRUCTIONS TO APPLY

- 1) Two non-relative referees must be mentioned in CV; **one must be your latest supervisor**
- 2) **Recent Formal Photograph (Passport Size)** must be included in CV
- 3) Please go through the job contents carefully before applying. If not match, don't apply please.

Interested candidates only who meet the requirements are requested to apply through below link

[Apply Online](#)

Application Deadline: March 05, 2022 (Saturday)

WOMEN ARE HIGHLY ENCOURAGED TO APPLY

Declaration

N.B. As a Child-Centred Organization, Educo is committed to Child protection, and has developed a Child Safeguarding Policy, together with a Code of Conduct. All employment is conditional upon the successful completion of all applicable background checks. Before induction, any new staff should read and sign Educo's Code of Conduct.

Note:

- 1) Educo Bangladesh determines to ensure equal opportunity to everyone, irrespective to race, ethnicity, location, color, gender, class, and religion.
- 2) Educo Bangladesh has ZERO TOLERANCE towards harassment, abuse and discrimination. Educo employees are expected to abide by the **Code of Conduct, PPSEAH (Policy on Protection Against Sexual Exploitation, Abuse and Harassment), Child Safeguarding Policy and Staff Management Rules** of Educo.
- 3) Any persuasion during recruitment process will result in disqualification of candidature.
- 4) Internal and external applicants shall be treated equally in the entire selection process.

5) Educo Bangladesh never charges any fee/cost/donation at any stages of recruitment and selection process. There is no cost involved with applying for any position. Any solicitation of job application/selection costs should be regarded as fraudulent.