



Employment Opportunity
United States Peace Corps in Myanmar
DEADLINE: June 7, 2015, open until filled

The United States Peace Corps program in Myanmar seeks a qualified and motivated candidate to fill the following full-time position:

Information Technology Specialist
Starting Salary: \$10,791/year (FSN-8 equivalent)
Anticipated Start Date: July/August, 2015

The **Information Technology Specialist** will provide information technology and systems support to the main office in the city of Yangon. This position reports to the Director of Management & Operations.

The ITS's main responsibilities include:

- Provides formal or informal IT training to overseas staff who have varying degrees of technical proficiency.
- Provides first-tier computer and network support for an overseas office.
- Ensures that all IT related needs are met while adhering to ITS/Peace Corps guidelines and policies.
- Identifies recurring problems, systemic problems or other factors impacting computer issues at post and reports them to the ITS group.
- Independently installs hardware and software; identifies and solves technical problems including but not limited to hardware, software, and Internet connectivity issues. All of the above will be conducted under ITS guidelines/policies.
- Re-images and reassigns computer equipment as staff come on or leaves positions.
- Maintains and updates the Microsoft Exchange server as directed by the ITS group.
- Responsible for troubleshooting server problems and minimizing downtime for the users.
- Serves as the point of contact for issues concerning Post's Internet Service Provider.
- Maintains ITS standard back-up system for mission-critical data. Will be responsible for performing routine back-ups of Post data and properly storing backup media according to ITS standards. Responsible for the restoration of data as necessary.
- Performs the daily server checklist to ensure proper operation of the server and network.
- Identifies and secures local IT resources to meet Post's needs. Responsible for locating IT resources within country which may improve the support and management systems at Post. Resources may include upgraded ISPs, hardware/software vendors, technical support, and training services.
- Maintains a continuing dialogue with IT colleagues, monitoring systems and policies to ensure efficient and effective systems; helps determine means of increasing IT program effectiveness.
- Frequently reassesses the IT configurations and settings on staff and volunteer workstations to ensure that they meet ITS standards.
- Maintains an up to date IT inventory and software license database and assists in procurement decisions.
- Maintain Post's PCV/personnel databases. Will be responsible for administration of the Volunteer/Personnel Information System at Post.
- Responsible for updating all staff information changes on local server and workstations as necessary.
- Compliance with Peace Corps' safety and security policies, particularly related to the safety & security of Volunteers.

Required Qualifications:

- University degree in Systems Engineer, Computer Science or Management Information Systems.
- Must have full proficiency in oral and written English and Myanmar languages.

- At least three to five years of experience in supporting and troubleshooting Windows computer systems and networks within an office environment.
- Demonstrated experience providing technical support to computer users of various levels of computer skills in an office environment.
- Must have a thorough knowledge of Microsoft Server 2008, Microsoft XP or Windows 7 OSs, and Microsoft Office 2007 or 2010.
- Demonstrated experience with Local Area Networks/Wide Area Networks and VPNs including experience installing, configuring and troubleshooting Internet connectivity.
- Demonstrated experience administering and troubleshooting Windows server environments and Microsoft Exchange.
- Must have a vast knowledge and demonstrated experience in computer hardware installation and repair.
- Experience conducting staff IT trainings
- Excellent customer service attitude
- Good judgment and confidentiality
- Ability to multi-task and work in a team
- Strong organizational skills
- Excellent attention to detail
- Desire and willingness to learn and contribute to the mission of Peace Corps
- Experience working in international organizations
- Ability and willingness to travel internationally

Desired Qualifications

- Experience with and/or demonstrated interest in social media tools including some experience with website design, blogs, Twitter, Facebook.
- Ability to work independently with little supervision
- Willingness to take initiative
- Personal integrity
- Strong cross-cultural and interpersonal skills
- Strong interest in Myanmar's development

Apply by submitting a resume and a one page letter in English which addresses your qualifications for the position. Please address all listed qualifications and include the title of the position you are seeking in your cover letter.

Early application deadline for priority consideration is June 7, 2015, though the position will remain open until filled.

Applications and questions (including requests for the complete Statement of Work) should be sent BurmaPC@peacecorps.gov. **Applicants who do not address the required qualifications will not be considered for an interview.**

Only qualified candidates will be contacted for interviews. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy. Candidates chosen for interview will also be required to pass language and skills evaluations.

The United States Peace Corps is a non-political, non-religious organization, which will bring American Volunteers to Myanmar. The Peace Corps is an agency of the United States Government and was founded by President John F. Kennedy in 1961. General information about Peace Corps can be found on www.peacecorps.gov.