



美中友好志愿者
U.S. – China Friendship Volunteers
United States Peace Corps

Information Technology Specialist (Customer Support)

WHO MAY APPLY: U.S. Citizen

NUMBER OF VOCANCIES: 1

WORK HOURS: Full-time, 40hours/week

LOCATION: Chengdu, Sichuan, PRC

OPENING DATE: 1 March 2016

CLOSING DATE: 1 April 2016

STATEMENT

The United States-China Friendship Volunteers in cooperation with Sichuan University is seeking eligible and qualified applicants for the position of Information Technology Specialist (ITS) to serve full-time based in Chengdu, China.

The Information Technology (IT) Specialist reports to, and is supervised by, the Country Director with technical guidance provided by the International Technical Support group in Washington, DC. As a member of IT Support, the incumbent provides technical support to post with the overall goal of completing project deadlines while maintaining an exceptional level of customer satisfaction. The IT Specialist is the primary contact for first tier technical support at post. He or she is responsible for administering the local network and related systems, maintaining mandated configurations, and ensuring that all IT systems adhere to Peace Corps and U.S. Government policy. The IT Specialist is expected to exercise initiative, independent judgment and problem solving skill. We offer competitive salary and benefits package for this position.

DUTIES

- Plans and delivers customer support services, including installations, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements.
- Conducts the annual volunteer IT Security training and other necessary trainings at Pre-Service Training(PST) and In-Service Trainings(ISTs) as required.
- Recovers data in the event of hardware or software failure.
- Ensures, or participates in ensuring, the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

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电话: 86-28-8541-2234 / 2360 / 2436 传真: 86-28-8541-7152

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Phones: 86-28-8541-2234 / 2360 / 2436 Fax: 86-28-8541-7152



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- Evaluates, acquires, configures, and uses software intended to ensure that automated systems are secure from unauthorized use, viral infection, and other problems that would compromise sensitive information in terms of confidentiality, integrity, and availability, or would compromise other aspects of overall system security.
- Provides technical and content support for post website and social media.

QUALIFICATIONS AND REQUIREMENTS

- University Degree in Computer Science or related field of study
- Three years' experience in Windows systems administration, CISCO solutions, MS SharePoint, and MS Exchange 2010
- Two years' experience in computer training or website development
- Experience with workstation and HP server hardware
- Strong analytical and problem solving skills with good interpersonal skills
- Ability to work effectively as part of an intercultural team

Qualified individuals must submit a cover letter and resume (curriculum vitae) in English, which describe their qualifications and reasons for applying for the position. The information must include, at a minimum, all relevant educational and work experience as well as salary history and names of three professional references.

All materials requested above must be sent to the following email address:

jobs@cn.peacecorps.gov

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