

Job Announcement

Position	Administration Associate (IT Support) (Thai nationality is preferable)
Location	Bangkok, Thailand
Employment Duration	<ul style="list-style-type: none"> ✓ Start date: 5 June 2018 ✓ 2-year contract with possibility of renewal (subject to a satisfactory performance assessment during the four-month probation period)
Salary & Benefits	<ul style="list-style-type: none"> ✓ A salary in local currency equivalent to USD 23,205 gross per annum ✓ Health, Dental, and Accident Insurance
Closing date	23 May 2018, midnight Bangkok Time (UTC+7)
Interview Dates	The week of 28 May 2018
About the Organisation	
<p>The Asian Forum for Human Rights and Development (FORUM-ASIA) is a membership-based regional human rights organisation founded in 1991 with the mission to promote and protect all human rights, including the right to development, through collaboration and cooperation between human rights defenders and organisations in Asia.</p> <p>At present, it has 58 member organisations across 19 countries in Asia working on a wide range of issues related to human rights, democracy, and development in their respective countries. Its regional Secretariat is located in Bangkok, Thailand, and has offices in Jakarta, Geneva, and Kathmandu.</p> <p>FORUM-ASIA is committed to building a peaceful, just, equitable and ecologically sustainable community of peoples and societies in Asia where all human rights of all individuals, groups and peoples—in particular, the poor, marginalised and discriminated peoples—are fully respected and realised in accordance with internationally accepted human rights norms and standards. It advocates human rights issues through engagement with governments, inter-governmental organisations and the United Nations for the better promotion and protection of all human rights.</p> <p>FORUM-ASIA has special consultative status with the United Nations Economic and Social Council (ECOSOC).</p>	
Duties and Responsibilities	
<p>Overall purpose of the position: To ensure smooth operation of IT systems utilising the maximum benefit they give by taking charge of the entire IT function of FORUM-ASIA.</p> <p>Common tasks:</p> <ol style="list-style-type: none"> a. Maintain and develop office server, local network, Wifi, computers and IT equipments b. Maintain and troubleshoot of NC Dedicated Ubuntu LTS Server (NextCloud); c. Upgrade NextCloud and all Apps regularly to new version in NC Dedicated Server; d. Ensure the smooth running of computer systems to utilize maximum benefits from them e. Install and configure computer hardware operating systems and applications f. Troubleshoot system and network problems, diagnose and solve hardware/software faults g. Replacing parts as required h. Provide support, including procedural documentation and relevant reports i. Set up new users' accounts and profiles and deal with password issues 	

- j. Administer FA mailing list including bouncing emails
- k. Maintain and develop back-up system
- l. Provide additional administrative support, as required.

Basic Qualifications and Essential and Desirable Selection Criteria

Essential selection criteria:

1. Bachelor Degree or higher in relevant field;
2. Minimum 2 years work experience in IT related works;
3. In-depth understanding about IT and keen interest to develop IT systems to benefit the organisation;
4. Proficient in My SQL;
5. Deep expertise and hands on experience with Web Applications and programming languages such as HTML, PHP, CSS, JavaScript, JQuery and API's;
6. Able to work on NextCloud and Docker;
7. Be responsible for maintaining, expanding, and designing FA Website as per requirement.
8. Good English skills (written and spoken);
9. Ability to work in a team and conduct digital security training for staff and interns;
10. Mature personality, ability to work in a multicultural and demanding working environment with cross programme coordination;
11. Able to solve complex problems;
12. Strong technical aptitude, expertise in networking and internet and knowledge of Thunderbird, Email/Data Encryption, VeraCrypt and MS Office suite of products: Word, Excel, PowerPoint, etc;
13. Ability to work under pressure, with less supervision and manage team deadlines;

Desirable selection criterion:

- 1 Experience of work in an international NGO;
- 2 Those with the followings skills and knowledge will have added advantage:
 - a) Server/Computer installation/maintenance: Ubuntu LTS Server, Linux OS, Windows Server 2008 R2, Windows 10, Windows 8 and Macintosh.
 - b) Software training/ installation/maintenance: Ms Office 2013 & 2007, Thunderbird, VeraCrypt, KeePass, Adobe Photoshop.
 - c) Web Services: WordPress, Drupal and NextCloud.

Application Procedures

Applicants are requested to fill in the [Job Application Form](#) and send it by email together with a **self-introduction letter** and **two recommendation letters** to applications@forum-asia.org before **23 May 2018**, midnight Bangkok Time (UTC+7), stating **"IT Support Application Your Full NAME"** in the subject line. Please note that late applications will not be considered.

Shortlisted candidates will be invited to an interview (online or face-to-face) in the week of 28 May 2018. The selection process may include a written or practical assessment.