

Job Announcement

Position	Administration Associate (IT Support)
Location	Bangkok, Thailand
Employment Duration	<ul style="list-style-type: none"> • Start date: 1 December 2020 • 2-year contract with possibility of renewal (subject to a satisfactory performance assessment during the three-month probation period)
Salary & Benefits	<ul style="list-style-type: none"> • A salary in local currency equivalent to USD 25,935 gross per annum (including 13th month salary) • Health, Dental, and Accident Insurance
Closing date	2 October 2020, midnight Bangkok Time (UTC+7)
Interview Dates	The week of 12 October 2020

About the Organisation

The Asian Forum for Human Rights and Development (FORUM-ASIA) is 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.

At present, it has 81 member organisations across 21 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. 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.

FORUM-ASIA has special consultative status with the United Nations Economic and Social Council (ECOSOC).

Duties and Responsibilities**Overall purpose of the position:**

To take charge of the entire IT and IT-related function and responsibilities of FORUM-ASIA to ensure a smooth operation of online systems.

Tasks:

- Develop and maintain the office server, local network and wifi-related matters, and all IT equipment including computers, laptops and other devices and equipment.
- Maintain and troubleshoot NextCloud Dedicated Ubuntu LTS Server;
- Upgrade NextCloud and relevant applications as needed in the NC Dedicated Server;
- Ensure the smooth running of computer systems
- Install and configure computer hardware operating systems and applications
- Troubleshoot system and network problems, diagnose and resolve hardware and software faults
- Replacing parts as required
- Provide support, including procedural documentation and relevant reports

- i. Set up new users' accounts and profiles
- j. Administer FORUM-ASIA's mailing lists
- 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 Dockers;
7. Be responsible for maintaining, expanding, and designing FA Websites 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 working in an international NGO;
- 2 Those with the followings skills and knowledge will have added advantage:
 - a) Server/Computer install/Maintain: Ubuntu LTS Server, Linux OS, Windows Server 2008 R2, Windows 10, Windows 8 and Macintosh.
 - b) Software training/install/maintain: MS Office, Thunderbird, VeraCrypt, KeePass, Adobe Photoshop, digital and video conferencing security
 - c) Web Services: WordPress, Drupal and NextCloud.
 - d) Priority will be given to prospective candidates with permission to work in Thailand.

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 **2 October 2020**, 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 12 October 2020. The selection process may include a written or practical assessment.