

Job Announcement

Position	Administration Associate (IT Support)
Location	Bangkok, Thailand
Employment Duration	<ul style="list-style-type: none"> • Start date: 1 February 2021 • 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	11 January 2021, midnight Bangkok Time (UTC+7)
Interview Dates	The week of 18 January 2021

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:

- Install and configure appropriate software and functions according to specifications (Office 365, VPN, Thunderbird + Encrypted Emails, VeraCrypt for Data Encryption and KeePass)
- Maintenance of all IT equipment including but not limited to: laptops, routers, conference tools, QuickBooks Windows 2008 servers, local network and other related devices and equipment.
- Maintain and troubleshoot the Dedicated Ubuntu 20.04 LTS Server (core managed), utilized to host NextCloud & Uwazi (AHRD Website).
- Upgrade NextCloud and its relevant applications as needed.
- Maintenance of Centos 7 Dedicated server which hosts FORUM-ASIA's & other websites (WordPress based) and collaborate with web developer/consultant, as necessary.

- f. Install and configure hardware and software of IT equipment, including operating system
- g. Coordinate and liaise with server hosting provider(s)
- h. Troubleshoot system and network problems, diagnose and resolve hardware and software faults
- i. Replacing IT equipment parts as required
- j. Provide support, including procedural documentation and relevant reports

Selection criteria: Essential

- Bachelor Degree or higher in relevant field
- Five or more years of IT work experience
- Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role
- Hands-on experience with Windows/Linux/Mac OS environments
- Previous experience with Microsoft Windows Server 2008, Ubuntu 20.04 LTS (self-managed) and Centos 7 Server preferred
- Familiarity with remote desktop applications and help desk software (RemotePC)
- Deep expertise and hands on experience with Web Applications and programming languages such as NodeJs14.6+, Elasticsearch 7.10+, MongoDB 4.2+, MariaDB 10.2+, Docker, Collabora Online, HTML, Apache 2.4 and PHP 7.4, CSS, JavaScript, jQuery and API's
- Some knowledge in Stun/Turnserver with dockers for Audio / Videos calls
- 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 **11 January 2021**, 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 18 January 2021. The selection process may include a written or practical assessment.