

## Information Technology

**Background Information:** Institut Pasteur du Cambodge (IPC) is a Cambodian non-for-profit research institution established in 1953, IPC is today a scientific research establishment declared of public utility placed under the high patronage of the Ministry of Health of the Kingdom of Cambodia and under the responsibility of the Institute Pasteur on the scientific and technical levels. IPC is a member of the Pasteur Network, which brings together 33 institutes present on five continents. It shares the Pasteurian values and the ethical charter to which the Pasteur Institutes are bound. IPC has more than 250 employees, including about 30 expatriates of 10 nationalities and includes 5 research units. It carries out research activities in health biology, public health and service activities (Medical Biology Laboratory, vaccinations and water and food analyses) and training.

**Job Family:** Administration & Support

**Sub-Job Family:** Information Technology

**Overview:** The IT sub-job family plays a pivotal role in IPC by applying specialized information technology skills, knowledge, and expertise to ensure the seamless provision and continuous support of technology services. It contributes to the enhancement of operational efficiency, cultivation of innovation and strategic alignment with the organisation's overarching mission and goals.

The roles operate within a framework of well-defined IT procedures, placing great emphasis on regulatory compliance and ethical standards. The differentiation among professionals is based on the complexity of tasks, supervisory responsibilities, and the specific skills and experience required for their roles. At higher levels within IT sub-job family, professionals bring advanced IT expertise, critical thinking, and innovation to the forefront of our research institute.

Level	Profile	Purpose
1	<b>Information Technology Executive</b>	Job holders at this level primarily focus on responding to IT users' inquiries and issues remotely. The goal is to provide prompt and effective solutions, ensuring the maintenance of smooth operations and minimizing downtime. They play a crucial role in addressing user needs, troubleshooting problems, and contributing to the overall efficiency of IT services within IPC.
2	<b>Senior Information Technology Executive</b>	Job holders at this level undertake a range of specialist activities within IT, working on smaller, less complex projects and providing valuable technical support. Individuals in this role operate within established systems and procedures, receiving close guidance and monitoring to ensure their work aligns with IPC's standards.
3	<b>Deputy Information Technology Manager</b>	Job holders at this level manage, coordinate, and lead significant responsibilities within the IT Department. Individuals in this role are responsible for ensuring effective coordination and driving excellence in their designated domain. They play a key role in shaping and implementing IT initiatives to meet IPC's goals and objectives.
4	<b>Information Technology Manager</b>	Job holders at this level lead and manage people and resources within the department. Individuals in this role play a crucial part in developing IT policy and strategy to ensure that IPC develops and maintains Information Systems that effectively support its activities and enhance operational capability.

## Level 1: Information Technology Executive

### Job Purpose:

Job holders at this level primarily focus on responding to IT users' inquiries and issues remotely. The goal is to provide prompt and effective solutions, ensuring the maintenance of smooth operations and minimizing downtime. They play a crucial role in addressing user needs, troubleshooting problems, and contributing to the overall efficiency of IT services within IPC.

### Accountabilities:

Description	Key Result Areas
1. Provide timely and effective user support by handling enquiries and requests received by internal users and ensuring an appropriate resolution is implemented to meet users' needs.	<ul style="list-style-type: none"> <li>Prompt response rate to enquiries and requests.</li> <li>Internal / external users' feedback.</li> </ul>
2. Escalate more complex enquiries/complaints to superiors to ensure prompt and informed response and minimise downtime	<ul style="list-style-type: none"> <li>Minimal downtime.</li> </ul>
3. Install and configure servers, maintaining both Windows and Linux environments.	<ul style="list-style-type: none"> <li>Successful deployment of Windows and Linux servers.</li> <li>Timely configuration and optimization of server environments.</li> </ul>
4. Monitor and address any issues related to systems, servers and networks ensuring optimal performance and minimal downtime.	<ul style="list-style-type: none"> <li>Minimization of server downtime through effective maintenance.</li> </ul>
5. Provide assistance with basic network tasks, contributing to the overall stability and functionality of the organization's network infrastructure.	<ul style="list-style-type: none"> <li>Timely resolution of basic network issues.</li> </ul>
6. Assist external vendors with their requirements, fostering effective communication and cooperation to meet organizational needs.	<ul style="list-style-type: none"> <li>Satisfactory fulfilment of external vendor requirements.</li> <li>Positive vendor feedback on collaboration and support.</li> </ul>
7. Maintain accurate and up-to-date documentation of IT processes, configurations, and issue resolutions for future reference	<ul style="list-style-type: none"> <li>Regular updates and accuracy in maintaining IT documentation.</li> </ul>

### Qualifications & Experience:

- Bachelors' degree in Computer Engineering or any related IT course

**Technical Competencies:**

- Understanding of basic IT systems and hardware.
- Ability to diagnose and resolve basic technical issues promptly.
- Proficiency in managing and handling user requests efficiently.

**Behavioural Competencies:**

- Customer Service Orientation: Strong customer service mindset with the ability to provide effective support to end-users.
- Communication Skills: Clear and concise communication skills, both written and verbal, to interact and collaborate with end-users and team members.
- Problem Solving: Problem-solving skills to troubleshoot and resolve issues effectively.
- Attention to Detail: Attention to detail in recording and documenting solutions, issues, and user interactions.

**Representative Jobs:**

- Information Technology Assistant
- Systems & Network Administrator