

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	Information Technology Executive	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	Senior Information Technology Executive	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	Deputy Information Technology Manager	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	Information Technology Manager	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 2: Senior Information Technology Executive

Job Purpose:

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.

Accountabilities:

Description	Key Result Areas
1. Liaise effectively with internal end-users to ensure service meets required standards and expectations and/or that user requirements are accurately captured and defined to meet objectives.	<ul style="list-style-type: none"> Service standards maintained. Specifications accurate and relevant
2. Review daily service requests and problems encountered, resolving any outstanding issues to ensure user requirements are met.	<ul style="list-style-type: none"> All outstanding issues resolved promptly
3. Assist in the design, implementation, and maintenance of the organization's IT infrastructure, including networks, servers, and systems.	<ul style="list-style-type: none"> Maintenance carried out to meet all requirements
4. Monitor the efficiency and capacity of hardware to plan and make recommendations for future upgrades.	<ul style="list-style-type: none"> Sound recommendations presented
5. Implement efficient backup procedures to minimise loss of data due to disaster or accident.	<ul style="list-style-type: none"> Compliance with procedure No loss of data
6. Support on all asset management aspects for end users and procurement of all asset management. This includes performing inventory checks to ensure proper documentation and record keeping	<ul style="list-style-type: none"> Timely procurement support for asset management. Up to date inventory and asset management

Qualifications & Experience:

- Bachelor's degree in an IT discipline or related field
- 3-5 years of relevant experience

Technical Competencies:

- Understanding of IT systems, hardware, and software.
- Experience in implementing and overseeing the maintenance of hardware.
- Ability to oversee and manage asset management processes effectively.

Behavioural Competencies:

- Communication Skills: Strong communication skills and the ability to liaise effectively with both internal end-users and management.
- Collaborative: Ability to work collaboratively with team members and other departments to achieve common objectives.
- Critical Thinking: Strong critical thinking and problem-solving skills to review daily service requests and resolve outstanding issues promptly.
- Attention to Detail: Attention to detail in recording and documenting solutions, issues, and user interactions.

Representative Jobs:

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