JOB DESCRIPTION

Position:	**Information Technology and Process Improvement Officer**
Reports to (Supervisors):	Operations/ Country Director with dotted line to the Regional IT team
Location:	Goroka, Papua New Guinea
Country Program:	WCS Papua New Guinea Program, Melanesia region
Position Type:	Full-Time
Expected travel:	If/when needed to field offices or other location

Organization Background:

The Wildlife Conservation Society (WCS) is a US non-profit, tax-exempt, private organization established in 1895 that saves wildlife and wild places by understanding critical issues, crafting science-based solutions, and taking conservation actions that benefit nature and humanity. With more than a century of experience, long-term commitments in dozens of landscapes, presence in more than 60 nations, and experience helping to establish over 150 protected areas across the globe, WCS has amassed the biological knowledge, cultural understanding and partnerships to ensure that vibrant, wild places and wildlife thrive alongside local communities. Working with local communities and organizations, that knowledge is applied to address species, habitat and ecosystem management issues critical to improving the quality of life of poor rural people whose livelihoods depend on the direct utilization of natural resources.

WCS Papua New Guinea Overview:

WCS is the longest established international non-government conservation organisation within Papua New Guinea (PNG). At key and representative landscapes and seascapes, from the country's coral islands to its forested highlands. WCS works with local communities and provincial, national and international partners, to sustainably manage and conserve the biodiversity and cultural values of Papua New Guinea's wildlife and wild places. WCS PNG vision is "Gutpela sindaun, gutpela bus, gutpela solwara" ("Empowered people with healthy forests and seas").

Job Summary:

Under the supervision of the Operations Director and/or any other assigned personnel, the Information Technology (IT) and process Improvement office oversees all IT (Information Technology) functions throughout the company and will also be in charge of managing the company's technology operations and the implementation of new IT systems, operations process and policies that support the organization's growth. This position assist in the maintenance, tracking, troubleshooting, and purchasing of information technology systems (including PC and LAN equipment) for WCS offices. S/he assist staff in troubleshooting software and hardware problems including network issues. This person assist to improve and link different operational processes/ functions with appropriate technology in accordance with WCS and IT standards, policies, and procedures. Additionally, this person provides support for information security protection, risk reduction, and compliance of WCS computing systems and users.

This Job Description is progressive in nature and shall be reviewed and amended from time to time to meet the current program needs.

Major Responsibilities:

Information Technology

a. Install and maintain computer OS and applications on new and existing PCs ,
b. Maintain computer peripherals: printer, scanner and UPS
c. Coordinate with WCS regional and Global IT team to maintain servers and network equipment

d. Ensure Internet connectivity in WCS PNG offices and others projects sites as required
e. Troubleshoot and fix all computer related issues
f. Ensure that anti-virus, OS, and applications are updated
g. Maintain user accounts on the file server and manage back up documents
h. Oversees local database in the office and perform database and documents backups as directed.
i. Provide new WCS staff with PC setup and orientation.
j. Assist and enhance capacity of the team with usage of new technology, Microsoft Office, Outlook, Internet Explorer, and other supported software
k. Identify and recommend hardware

Process Improvement

l. Provide advice, evaluation and verification upon receipt of IT equipment together with WCS's procurement focal point, as and when required
m. Provide assistance for the IT portion of new office setups, office expansions, etc
n. Support and tracking process improvement
o. Deployment of new technology standards and best practices as appropriate
p. Support for the document back up and filling management process
q. Assist with local inventory / assets management
r. Ensure all equipment is checked after returning to office
s. Maintain status of fixed assets / IT equipment's list as well as count and ensure tag regular basis
t. Support in the smart office (Paper less – green office)
u. Works on special projects as necessary.

Minimum Requirements:

Education/Credentials

- Minimum Bachelor Degree in Information Technology OR; Bachelor Degree in any disciplines with minimal 5 years of professional working experience in information technology

Experience

- Minimum 3 years of experience in information technology and its related disciplines. Exposure to non-profit sector (NGO, International organisations) is an added advantage
- Experience in analysis, implementation and evaluation of IT systems and their specifications
- Experience in the most current technologies and products used in the industry.

Critical Knowledge, Skills and Abilities

- Able to configure broadcasting, voice, network, server, storage and security (hardware/software)
- Able to develop application to assists business requirement
- Good analytical and problem solving skills
- Good knowledge of written and spoken English
- Strong interpersonal skills and emotional intelligence
- Being a self-starter with drives and initiative and able to work as a team/individual with a positive attitude and open minded
- Excellent organizational and leadership skills
- Excellent communication and high confidence level
- Considerate and deliberate in dealing with people and manage conflict
- Ability to work with less supervision and under pressure
- Excellent multi-tasking, organized and follow-up skills,
- Demonstrated work experience providing customer service.

Application process

- Please send a CV and letter of interest to wcspng@wcs.org with the subject line: Application for **IT Officer**. Application accepted until 20 July 2022. Only short-listed candidates will be contacted for interviews.