5. IT Assistant

Duty Station:
FEDWASUN Head Office, Kathmandu

Responsibilities
The IT Assistant is a professional member of the Finance and Admin team and contributes for long and short-term planning, design and implementation of IT related activities of the organization. S/He will be responsible for maintaining day to day operation, record keeping, correspondence related activities of the project.

Required Competencies
- Experience with MS Office products ·
- Must have basic knowledge of current technologies available in the IT world ·
- Experience and/or knowledge of various networking systems concepts including email, firewall, network security, network protocols, etc ·
- Previous experience with computer and printer maintenance and repair.
- Sound knowledge onhardware and soft ware related programming of computer
- Knowledge of website management and maintenance

Qualifications and Experiences
Proficiency Certificate level or equivalent in Information Technology having work experience in development organization in the similar post.

Detail JD
- Installation, operation, and maintenance of computer systems and other technologies, such as communication systems.
- Configuring hardware and software, setting up peripherals such as printers or routers,
- Providing daily support for computer network users.
- Assistants may work at a help desk, answering calls and e-mails regarding the computer network or communication systems.
- Report writing tracking inventory, evaluating new technologies, negotiating contracts with vendors, and developing contingency plans in case of network failure.
- Work in other technological specialties, such as Web design or Internet security.
- Update the website of FEDWASUN regularly.

- Support in organizational activities apart from the project as and when required
- Assist with network and security management ·
- Assist with data storage architecture ·
- Assist with procurement and implementation of new servers, technology, etc. ·
- Assist with systems development ·
- Provide user level technical support for end users, computers, printers, etc.
- Assist with end user system updates and monitoring. Including: Patch management, spyware removal and testing, virus checking, ensuring backup of data files, etc. ·
- Assist with user management. (Adding and deleting users from AD, working with emails, etc.) · Monitor printers, copiers, and fax machines to make sure they are working properly and getting regular maintenance. ·
- Provide High degree of professionalism and end user satisfaction and work well with others.