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### JOB VACANCY FORM

**X Full-time** ☐ Part-time ☐ Summer-Job ☐ Internship

**Job Title:** IT Officer

**Application Deadline:**

**Reference Number:** 020114-10

**Company Description**

**NAME OF FIRM/INSTITUTION:** Norwegian Refugee Council (NRC)

**TYPE:** ☐ Local ☐ Regional ☒ Multinational

**INDUSTRIAL SECTOR:** NGO

**BRIEF FIRM PROFILE/DESCRIPTION**

**Job Description**

**BRIEF JOB DESCRIPTION:**

**Job Purpose Summary**

The IT officer will manage the overall technology infrastructure for NRC including planning, implementation and management of the software applications and hardware infrastructure that support NRC operations. IT officer will be involved in systems administration including general computer support, upgrades, software installations, license management, network and printer support, deployment of equipment, manage inventories, end user support. Provide user training in use of common business applications, and training staff in using NRC ICT systems.

**Key Responsibilities**

**Equipment**
- Configure and deploy new and refurbished workstations, laptops and peripheral equipment.
• Install, troubleshoot, repair, update and maintain workstations and laptops.
• Install, maintain, and troubleshoot printers/copiers as well as manage toner requests.
• Setup and support audio/visual equipment for presentations and trainings on and off site.
• Install and configure peripherals including scanners, external drives, monitors and other peripheral hardware.
• Removal/disposal of non-functional equipment.
• On a regularly schedule clean equipment from dust and particles.

Software
• Provide software and system troubleshooting and support.
• Install, maintain, troubleshoot, and update operating systems and user applications.
• Proactively schedule software upgrades and patching.
• Assure that all software on NRC equipment is licensed and keep record of licenses.
• Track license and support contracts to include notification of renewal timeframe to management.

Network
• Monitor network to ensure network functionality and availability to all system users.
• Install, maintain, troubleshoot, and repair cabled, wireless and other network infrastructure.

Security
• Maintain local and server based anti-virus software.
• Inform and train users and management in how to adhere to NRC global and local security ICT policies.
• In case of virus infection clean out affected equipment.

Users
• Ensure computer is set up prior to new hire start date and any related moves.
• Handle the relocation of computer equipment as a result of offices or personnel changes.
• Request and setup new user accounts and email accounts.
• Troubleshoot, and repair user accounts and email accounts, assist in resetting passwords.

Systems Planning
• Participation in research and recommendation of improved infrastructure processes and technologies to include growth planning.
• Provide procurement assistance including, but not limited to, researching solutions, engaging with potential vendors, making recommendations for product purchases and evaluating bids.
• Test new equipment and applications and provide thorough feedback.

Management of Vendor Services
• Work directly with vendors to schedule repairs and maintenance.
• Request and evaluate services with vendors and service providers.
• Work with ISP and other outside vendors to ensure dependable operations.
• Work with vendors to and vendor supplied systems to track service requests through to completion.

Training
• Train new and current employees on computer software and ICT systems.
• Create materiel and presentations for trainings and reports.
• Assess user capacity and suggest trainings and areas in need of improvement.

**Routine Administrative Tasks**
• Create and maintain inventory, which may include hardware, software and various items such as laser printer cartridges and peripheral equipment.
• Maintaining documentation of processes, procedures, and troubleshooting guides.
• Monitor and report ICT expenses.
• Assist with preparation of operating budgets based on estimated and actual expenditures for ICT systems and support needs.
• Keep ICT equipment, storage area and work area clean and organized.

**JOB LOCATION(S):**
City: Beirut Country: Lebanon

**DEGREE:**
X Bachelor □ Master is a plus □ Doctoral Degree
□ Undergraduate Student/ Degree not Necessary □ Teaching Diploma

**MAJOR/ EMPHASIS:** Computer Science, CCE, or any other relevant.

**WORK EXPERIENCE:** 2 years of relevant work experience in a busy organization

**SKILLS:**
Languages Skills: X English Arabic □ French Other:
Computer Skills:

**Other Skills:**
**Knowledge, Skills & Personal Attributes**
• Supported technologies include but are not limited to: wired and wireless networks, storage systems, Microsoft Active Directory, Windows OS, MS Office suites, Citrix, end user workstations, laptops and various proprietary and commercial software applications and hardware.
• Able to work independently to troubleshoot, perform root cause analysis, identify and isolate technical issues.
• Willing to take ownership of the issue analysis and resolution efforts and commit to 'doing what it takes' to resolve technical issues regardless of the effort or timeframe required.
• Responsible for managing and completing various IT projects. This includes the assessment of applications and technology, formulating and presenting solution options to various levels of management, influencing and advising the selection process, and overseeing implementation of NRC ICT systems and key project deliverables.
• Have strong communication skills, written and oral, be able to communicate effectively, produce reports, and present solutions.
• Strong organizational and team working skills
• Good cultural awareness and sensitivity
• Highly approachable, trustworthy and confidential
• Very Good English Language level
Achievement indicators

- Delivering working tasks in a structured and professional manner
- Meeting deadlines
- Applying to the NRC standards, policies and guidelines
- Adapting and coping to change
- Communication with impact and respect

Guidelines to be observed / followed:

NRC Policy Paper
NRC Terms and conditions
NRC Code of Conduct
Anti-Corruption guidelines
NRC Security Policy
NRC ICT Policy

SALARY
Basic Salary Range:
Other benefits include:
- Accommodation
- Health Insurance
- Return Ticket
- Bonus
- Laptop
- Mobile Phone
- Children’s Education
- Transportation
- Lebanese NSSF
- None

WORKING DAYS:

WORKING HOURS:

How to Apply

Interested candidates may send their resume and cover letter by email to: Dr. Maryam Ghandour (mg03@aub.edu.lb) specifying the reference number: 020114-10

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ALL STUDENTS AND AUB GRADUATES SHOULD ATTACH THEIR UPDATED RESUME AND COVER LETTER WITH EVERY JOB APPLICATION; OTHERWISE, YOUR EMAIL WILL BE DISREGARDED.

For further information, please do not hesitate to contact:

Dr. Maryam Ghandour

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The job vacancies are for AUB students and alumni ONLY.