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JOB VACANCY FORM

X Full-time  □ Part-time  □ Summer-Job  □ Internship

Job Title: IT Associate

Application Deadline:

Reference Number: 281113-16

Company Description

NAME OF FIRM/INSTITUTION: World Learning

TYPE: □ Local  X Regional  Multinational

INDUSTRIAL SECTOR: Education

BRIEF FIRM PROFILE/DESCRIPTION
THIS POSITION IS FOR A LEBANESE NATIONAL OR A RESIDENT OF LEBANON. PLEASE TRANSMIT CV AND COVER LETTER (IN ENGLISH) WITH THE POST TITLE ON THE SUBJECT LINE EXPLAINING WHY YOU ARE BEST QUALIFIED FOR THIS POSITION, AND THREE REFERENCES WITH CONTACT INFORMATION. NO TELEPHONE ENQUIRIES PLEASE. INTERVIEWS WILL BE CONDUCTED ON A ROLLING BASIS AND QUALIFIED CANDIDATES MUST APPLY AS SOON AS POSSIBLE. THANK YOU

TO APPLY: PLEASE VISIT OUR WEBSITE WWW.WORLDLEARNING.ORG AND CLICK ON THE EMPLOYMENT TAB TO SUBMIT YOUR APPLICATION. IF YOU DO NOT SEE THE JOB YOU ARE INTERESTED IN, PLEASE “SEARCH ALL.” PLEASE NOTE, A RESUME AND COVER LETTER ARE REQUIRED WHEN APPLYING TO THIS POSITION

BACKGROUND: THIS POSITION WILL SUPPORT A PROJECT AIMED AT TRAINING ENGLISH TEACHERS, DEVELOPING EXTRA-CURRICULAR ACTIVITIES, PROVIDING SCHOOLS WITH ICT EQUIPMENT AND TRAINING, AND SCHOOL LEADERSHIP DEVELOPMENT IN ORDER TO ENHANCE STUDENT ACHIEVEMENT IN PUBLIC SCHOOLS

IN PARTICULAR, THE ICT ASSOCIATE WILL PROVIDE SUPPORT TO THE ICT COMPONENT OF THE PROJECT. THIS COMPONENT CONSISTS OF PROCURING
ICT EQUIPMENT TO 126 SCHOOLS NATIONWIDE AND TRAINING PUBLIC SCHOOL TEACHERS ON THE USE AND MAINTENANCE OF THE EQUIPMENT.

Job Description

BRIEF JOB DESCRIPTION:
Responsibilities:

Support for ICT Component of D-RASATI II:
- Support the ICT Manager in setting technical specifications of ICT equipment;
- Support the ICT Manager in assessing readiness of schools for ICT equipment installation;
- Conduct training for staff on maintenance of ICT equipment;
- Assist in any program-related duties as requested.

IT Office Support:
- Provide Technical Support needed for the design, development and installation of information systems, i.e., IT infrastructure, application infrastructure, mailing systems, operation and related services;
- Provide technical documentation of all system architecture in use and in development, including network diagrams policies;
- Review internet connectivity and computer hardware to be compliant with WL minimum standards in a timely manner;
- Configure, deploy and maintain all network equipment for office; configure all intra-office network protocols in use;
- Maintain user data and email backup mechanisms for ensuring redundancy of all vital operations data;
- Implement and ensure compliance of security policies and processes;
- Provide technical assistance for staff for all PC hardware, software and associated peripherals;
- Log support requests and document their outcome to assist in the resolution of common queries;
- Maintain existing computer equipment to the agreed standards of WL global operations by performing upgrades, new installations and carrying out routine procedures;
- Coordinate with HR department for creation and suspension of new user accounts/email, and with Logistics department for allocation of IT-related assets;
- Create, manage and maintain hardware inventory database;
- Perform and maintain operating systems and office application suites on all user workstations. Ensure that security updates are properly being applied and that workstations remain up-to-date;
- Monitor workstation usage to ensure that users remain within the confines of the WL Acceptable Usage Policy;
- Assist in finalizing strategy of emergency IT deployment in emergency disaster response;
- Ensure compliance with WL policy by all computer users;
- Ensure that all WL Lebanese staff remain in compliance with all WL Global and WL Lebanon Security Policies, IT Acceptable Usage Policy and Mandatory Reporting Policy as it pertains to IT;
- Participate and represent the IT department in any WL Lebanon all staff meetings;
• Follow and adapt any new procedures/guidelines designated by IT Manager; and
• Assist in an IT capacity for any program-related duties as requested.

Required Qualifications:
• Minimum 3 years work experience in the sector within IT Department;
• Microsoft IT Infrastructure certification such as are essential;
• Proficiency with Microsoft Server 2008/2012;
• Proficient with Cisco Platform;
• Candidate with CCNA certification would be preferred;
• Must demonstrate strong knowledge and comfort level with data and information security protocols;
• Demonstrated experience in Remote management and Administration;
• Ability to work in a multi-cultural environment and travel as required to project field sites;
• Strong coordination and communication skills to ensure that project activities are implemented on time and with quality;
• Fluency in English, both verbal and written as well as fluency in Arabic is required. Knowledge of French preferred.

JOB LOCATION(S):
City: Country: Lebanon

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

MAJOR/ EMPHASIS: CCE, ECE, COMPUTER SCIENCE

WORK EXPERIENCE: Minimum 3 years work experience in the NGO sector within IT Department

SKILLS:
Languages Skills: X English X Arabic X French Other:

Computer Skills: Microsoft IT Infrastructure certification such as MCSE or MCITP, Microsoft Server 2008/2012, Cisco, CCNA certification

Other Skills: Strong coordination and communication skills to ensure that project activities are implemented on time and with quality

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:
Interested candidates may send their resume and cover letter online: www.worldlearning.org;

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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:

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The job vacancies are for AUB students and alumni ONLY.