Job Description (Asia Region)

This job description serves as a clear and accurate outline of the role’s purpose, key responsibilities, and required qualifications. It is designed to guide recruitment by ensuring candidates and hiring teams share a common understanding of the position. It also helps align the role with organizational goals, supports performance management, and provides a reference point for career development and workforce planning.

Please complete all sections carefully in a careful and concise manner and do not use acronyms or industry jargon. Incomplete templates will delay posting. Once this is complete, email it to HR.

***Note: All position grades are determined by the People &Culture (HR) Team. Please DO NOT fill in the "Grade" box below.***

# Position Information

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| **Position title**: Innovative Technology Education and Support Officer | **Date requested:** 26/08/2025 |
| **Position Type (FT/ part-time/ ST etc.):** Full Time | **Grade (for HR use only):** Grade C, Step 1 |
| **Division: Program Support** | **Department:** Program Support |
| **Location (Country, City):** CO | **Incumbent’s name (if applicable):** Click or tap here to enter text. |
| **Line Manager:** Kem Kimly  | **Dotted-line Manager (if applicable):** Click or tap here to enter text. |
| **Travel Requirement:** 20 % |  |

**Job Summary**

In 1000 characters or less, state the position’s overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

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| The Innovative Technology Education and Support Officer (ITESO), located in Phnom Penh, Cambodia (with occasional travel to field offices). The Innovative Technology Education and Support Officer (ITESO), is responsible for supporting and maintaining CARE Cambodia’s Management Information Systems under the supervision of the Program Support Manager (PSM). This role ensures the delivery of high-quality IT services with professionalism, efficiency, and adherence to ethical standards. This position will be responsibilities: - Assist the PSM in overseeing the daily operations of CARE Cambodia' s IT infrastructure, - Administer and support Office365, SharePoint, and other enterprise platforms, - Manage and secure network and server systems, - Provide technical support for internet communication technologies, - Maintain and troubleshoot hardware and software systems, - Deliver user support and training to staff at both the Country Office and Field Offices, - Ensure compliance with IT policies, data security protocols, and best practices. |

# Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

**JOB RESPONSIBILITY 1**

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| MAIN RESPONSIBILITIES | 40**%** |
| IT Systems & Infrastructure - Support the Program Support Manager (PSM) in managing CARE Cambodia's IT infrastructure, including Office365, SharePoint, and other enterprise platforms. - Administer and secure network and server systems, ensuring optimal performance and data protection. - Plan and implement upgrades and replacements for IT equipment, including computers, servers, and accessories. - Install, configure, and maintain hardware and software systems, printers, scanners, and other peripherals. - Identify and securely dispose of obsolete hardware, ensuring proper data sanitization.ICT Operations & Support - Provide timely technical support to staff for system, internet, and network issues, including Office365 and SharePoint troubleshooting. - Assist in the development and implementation of ICT solutions that enhance operational efficiency and interdepartmental communication. - Support the Media and Communications team in maintaining and improving CARE Cambodia’s website and digital platforms. - Ensure the security and integrity of ICT systems, particularly those handling financial data and sensitive information. - Maintain accurate records of IT assets and inventory, including documentation for equipment registration, transfer, donation, and disposal. - Establish and manage a secure filing system for IT documentation and personnel files to prevent unauthorized access. |

**JOB RESPONSIBILITY 2**

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| MAIN RESPONSIBILITIES | 40 **%** |
| Cybersecurity & Data Protection - Strengthen internal controls to safeguard against fraud, data breaches, and misuse of electronic communications. - Implement and monitor perimeter and internal security measures, including firewalls, antivirus software, and access controls. - Support data recovery and backup strategies to ensure business continuity and data integrity.Training & Capacity Building - Coordinate and deliver training sessions for staff on newly introduced systems and software, including Office365, SharePoint, and other ICT tools. - Promote digital literacy and best practices in ICT usage across the organization. - Delivered IT safety and security training, focusing on responsible use of social media platforms. - Monitored and supported usage of the LL App to ensure effective engagement. - Provided ongoing ICT coaching to key stakeholders at the We House Center, fostering continuous learning and capacity development.  |

**JOB RESPONSIBILITY 3**

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| MAIN RESPONSIBILITIES | 15 **%** |
| Collaboration & Asset Management - Work closely with the Senior Admin/Procurement/HR Officer (SAPHO) to conduct physical inventory counts and manage assets in compliance with CARE USA and CARE Australia standards. - Assist in the preparation of ICT-related reports and documentation for internal and external stakeholders. |

**JOB RESPONSIBILITY 4**

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| OTHER RESPONSIBILITIES | % of time **%** |
| Click or tap here to enter text. |

**JOB RESPONSIBILITY 5**

|  |  |
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| Click or Tap here to insert Job Responsibility Header | % of time**%** |
|  |

Insert %

 **OTHER RESPONSIBILITIES AS ASSIGNED 5 % of time**

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| - Support the Safety & Security team in maintaining electronic systems to ensure a secure office environment and the safety of all staff.- Assist in conducting assessments of offices, buildings, and residences to ensure alignment with Safety & Security protocols prior to contract signing.- Actively participate in the Annual Performance Planning and Appraisal process, including annual reviews, mid-year evaluations, and regular one-on-one meetings, ensuring alignment with work plans and performance objectives. - Support emergency preparedness and response activities as required. - Promote and maintain a safe and secure working environment, fostering a culture of safety and consistently adhering to CARE’s safety and security policies and procedures. - Demonstrate a strong commitment to gender equality, women’s empowerment, and CARE's core values, including respect for ethnic diversity and cultural sensitivity. - Uphold CARE’s Safeguarding Policy and Code of Conduct, ensuring all staff, consultants, partners, and vendors are aware of and comply with safeguarding standards. - Ensure that all procurement and selection processes for consultants, partners, and vendors integrate safeguarding principles. - Comply with CARE Cambodia's financial, human resources, and operational policies, promoting effective communication between operations and program teams. - Maintain high standards of honesty, integrity, and ethical conduct in all professional. |

#  Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization’s expectations for job performance. Also include the education, experience, and skills desired for the position.

**Education/Training**

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: “or equivalent combination of education and work experience.”

**Required**

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| Qualifications and Experience - Bachelor’s degree in information technology, Computer Science, or a related field. - Minimum of 2 years of relevant professional experience, preferably with an International Non-Governmental Organization (INGO) or a private sector company. - Proven experience in IT systems administration, user support, and ICT service delivery in a multi-office environment is highly desirable. |

**Desired**

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| - Demonstrated ability to follow standard policies, procedures, and processes, ensuring consistent implementation of routine transactions and operations. - Willingness to learn and engage with CARE’s mission, particularly in areas of gender equality and women’s empowerment. - Openness to continuous learning and professional development within a value-driven organization. |

**Experience/Technical Skills**

Number of months/ years of previous professional experience in a similar position. Examples: languages; planning; budgeting; word-processing, basic accounting; advanced written communications; presentations; fundraising; training/facilitation, etc.

**Required**

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| - Demonstrated experience with Office365, SharePoint, network infrastructure, PeopleSoft systems, and Windows operating systems. - Proven ability to operate and manage IT systems and office equipment effectively. - Proficiency in Microsoft Office, particularly Word and Excel, with intermediate-level numerical and data handling skills. |

**Desired**

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| - Strong communication skills in Khmer, with good oral and written English. - Excellent interpersonal skills, with sound judgment, planning, problem-solving, and team collaboration abilities. - Strong organizational and time management skills, with the ability to work under pressure and meet deadlines High standards of honesty, reliability, and confidentiality. - Ability to contribute to team objectives and work effectively in group settings. - Demonstrated commitment to CARE’s Core Values: Respect, Integrity, Commitment, and Excellence. |

# Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face. **Select Level**: **Level 1**

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| **Level 1:** What has to be done and how to do it are clearly defined, and the incumbent will face identical or similar problems on a regular basis**Level 2:** What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem. **Level 3:** Why things are done is known, but what has to be done and how to do it are not defined. Situations are variable and the incumbent’s response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.  |

Why does the position fall into this category?

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| Click or tap here to enter text. |

# Competencies

CARE has 5 Core Competencies that **all** staff are expected to demonstrate and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior.

The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point. Click [HERE](https://careinternational.sharepoint.com/sites/USA-PeopleandCulture/SitePages/CARE%27s-Competency-Framework.aspx) for guidance on CARE’s Job Classification System.



# Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each **Core Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here.](https://careinternational.sharepoint.com/sites/USA-PeopleandCulture/SitePages/CARE%27s-Competency-Framework.aspx)

## RELATIONSHIP BUILDING **Choose Level**

Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.

## INCLUSION **Choose Level**

Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.

## DYNAMIC LEARNING MINDSET **Choose Level**

Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.

## DELIVERING RESULTS **Choose Level**

Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.

## COMMUNICATION **Choose Level**

Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

# Leadership Competencies

**If this role is expected to manage direct reports**, please indicate at what proficiency level you expect this role to demonstrate each **Leadership Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here.](https://careinternational.sharepoint.com/sites/USA-PeopleandCulture/SitePages/CARE%27s-Competency-Framework.aspx)

* + STRATEGIC LEADERSHIP & EXECUTION **Choose Level**

Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.

## PEOPLE LEADERSHIP **Choose Level**

Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

# Functional Competencies

Choose the **top 3 Functional Competencies** from CARE’s Competency Library that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this employee to succeed in their role.

This may be used in performance conversations and as a guide for staff development. You can find various job-specific Functional Competency Libraries here. If you are unable to find a specific Competency that you consider essential, please contact your HR Business Partner.

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| **Competencies** | **Proficiency Level** |
| Click or tap here to enter text. |  **Choose Level** |
| Click or tap here to enter text. |  **Choose Level** |
| Click or tap here to enter text. |  **Choose Level** |

# Organization

Dotted Line Supervisor

Next Level Supervisor

OiC-Country Program Representative

Immediate Supervisor

Program Support Manager

Peer

Vacancy

Peer

Cleaner

Direct Report

Driver

Peer

Vacancy

Peer

Insert Position Title

Peer

Insert Position Title

Peer

Senior-ADM/Procurement/HR Officer

Peer

Senior Finance Officer

Position

**Sign-off**

Employee Name:

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| Click or tap here to enter text. |

Employee Signature: Date:

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Manager Name:

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| Click or tap here to enter text. |

Manager Signature: Date:

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