

# ICT Assistant

tvt07998@gmail.com

Phone :

Web :



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## Job Summary

Vacancy :  
Deadline : Nov 16, 2024  
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Employment Status : Full Time  
Experience : Any  
Salary : Information Technology  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

### About CARE AFGHANISTAN:

CARE is a non-governmental, non-political, non-profit, non-partisan and non-sectarian humanitarian organization, extending its relief and development assistance to those in need. CARE, as an [International Confederation of 13 member organizations](#) is one of the world's largest private humanitarian organizations working in more than 90 plus, countries committed to helping communities in the developing world achieve lasting victories over poverty.

### Job Description:

#### 1. Summary of Key Functions

The incumbent has the primary responsibility for implementing and maintaining an organization's Information and Communication Technology services and solutions such as computer systems, installs and configures hardware and software, email and connectivity support, and solves technical problems of end user for ensuring the entire ICT system in Parwan Sub-office running smoothly. ICT Assistant position monitors the AIYA project in Parwan field office operational requirements and analyzes the business requirements of different departments and conducts feasibility studies to determine the best use of technical resources to include a new information and communication system with technology components.

The ICT Assistant is responsible for providing ICT system support and setup, develop ICT solutions, maintain and update of CARE Afghanistan AIYA project and Parwan Sub-office ICT infrastructure and network and related applications and services in CARE Sub-office. The ICT Assistant is responsible for maintaining the proper flow of the mission's information communication and technology as well as managing the computer systems and networking.

#### 2. Key relations

##### Internal:

- Report to Information and Communication Technology Officer and will have close collaboration with AIYA Project Provincial Head, Provincial Manager, and ICT Team here in Kabul.
- Close communication and coordination with AIYA and other program/unit/department and with provincial staff and team to ensure proper delivery of ICT service and resources.

##### External:

Concerned vendors, ISPs, GSM companies, ICT service provider, ICT Team, and ICT Solution Center (HelpDesk).

#### 3. Duty Locations

Main duty station is Parwan Sub-office, with frequent travel other field offices if required.

#### 4. Key Results Expected:

As a member of ICT department, he/she is responsible to provide full support to ensure that field office basic ICT needs are identified and the proposed services and solutions are delivered to staff on time in close coordination and consultation with provincial heads. Be able to prepare a comprehensive ICT service and performance monthly report. ICT Assistant will make sure that staff utilize standard ICT services and solution to effectively help field office operations and will provide consistent technical contribution to all staff using CARE ICT resources. ICT Assistant will focus on achievement of the following results:

#### Main Responsibilities and Tasks:

##### Responsibility #1: Perform and provide ICT Supports such as LAN, Internet, Emails, Hardware & Software solution and services for Parwan Sub-office AIYA project for smooth running all ICT operations needed:

- Ensure AIYA staff uses proper connectivity that support overall IT and Telecommunication demand such as CARE Afghanistan websites, email functionality, Financial Management System FGMS, NAS, Data and shared resources, Internet, telework virtual procedures, SharePoint and overall O365 automations and collaborative applications and digital voice and telecommunication system.
- Ensure you to assist the AIYA field office with computer maintenance, install and configure ICT equipment, and perform preventive maintenance and troubleshooting of variety of hardware and software installations to meet ICT requirements.
- Ensure proper data protection management by establishing a clear back-up module for field office and undertake the necessary steps for this activity including designing a schedule and materials list.
- Identify equipment and accessories required for the smooth functioning of computers in CARE field office. Facilitate and provide specification of ICT equipment while purchasing by procurement department.
- Assist in the identifying specification, relocation and assembly of any equipment including computers, printers, accessories, and satellite systems in all office, as required depending on need.
- Support the field office in tagging all the ICT equipment/ Assets and keeping proper inventory records of ICT equipment and devices.
- Maintain and troubleshoot all network and computer related issues and repair of hardware, operating systems and applications and monitor and maintain computer systems and networks in field office and as well as in field office.
- Provide constant flow of information, regular communication system and support the technical aspects of the mission's information technology.
- Provide computer software and hardware, Internet, Email troubleshooting, LAN coaching/training to the staff in Parwan Sub-office.
- Keep CARE Parwan Sub-office computers with standard hardware and software configurations, and regularly check if required upgrade.
- Maintained and administrating LAN for providing constant office automation support to field office as well as to all sub-office.
- Responsible for installing standard software used in CARE Afghanistan mission wise computers for daily office activities.
- Responsible for installing and update security software in each and every computer belong to all CARE that use this office ICT and computer resources.
- Responsible to keep clean and free of dust all ICT devices and equipment used in Parwan Sub-office and use of blower and other cleaners are recommended.

##### Responsibility #2: Responsible for overall ICT system setup and technical installation, diagnosing hardware and software faults and solving problems using CARE standard Help Center via Zendesk or Helpdesk management system and solutions to all Parwan base AIYA project staff.

- Installing and configuring computer hardware, software, systems, networks, printers and scanners as shared basis on the network or as standalone for staff in main and field office.
- To prepare ICT devices and right equipment specifications and advise on the selection of computer hardware and software, as required and repairing and replacing equipment as necessary considering the ICT equipment life cycle and renewing policy and procedures.
- Assisting field office staff for providing update list of Afghanistan based CARE office computers, printers, and their condition Location meanwhile prepare maintenance report.
- Preparing monthly report of daily ICT activities, maintenance updates, and ICT service progress report to ICT department and field office management.
- Visiting field and site offices frequently for computer hardware/software problems, preferably troubleshooting and providing appropriate services to overall ICT solutions.
- Help the field office to better implement the software and hardware standards and their best utilization throughout the mission.
- Responding in a timely manner to requested ICT issues and provide ICT related support and solutions to submitted ICT service tickets
- Providing technical support across the office via establishing remote technology sessions, or may be in person or over the phone, and follow-up the Zendesk tickets with end users.
- Testing and inspecting newly purchased computer and technology peripheral devices and appliances after purchase or received from the logistic.
- To carry out all ICT related administrative work such as processing of ICT related services contracts, financial document and invoices and or any other identical task assigned by the respective supervisor.
- Provide Wireless network support to staff and guests when required.
- Provide Multimedia sound system to CARE field office meetings and or any events.

##### Responsibility # 3: Ensure that Telecommunication services are standard, and employees utilize the Telecommunication services effectively in AIYA Parwan office.

- Ensure that all Telecommunication equipment in Parwan Sub-office is functional and is used effectively, and take appropriate measures to restore the efficiency of the communication equipment that is not functioning to the standard level
  - Keep all Parwan Sub-office communication equipment in good condition all the time.
  - Help and provide overall technical support overall telecommunication system to manage PABX exchange telephone system, Satellite communication, and Two-way radio and installation.
- Administrate the databases and the inventory of ICT equipment and devices that are used in CARE. The incumbent is also responsible to involve in the planning and administration of the databases and their troubleshooting.**
- Administrate database systems of high availability and quality depending on each end user's specialized role.
  - Communicating regularly with user, applications and operational staff to ensure database integrity and security is considered fully and deployed.
  - Develop system and procedures to ensure timely maintenance of the ICT equipment.
  - Reviewing and maintaining standard hardware equipment makes where possible to maintenance or replace them in case their manufacture life cycle is due and completed.
  - Evaluate the condition of the IT equipment and provide useful suggestions to the management about the maximum use of equipment. The suggestion may also include ideas about allocation, transfer and disposal of equipment.
  - Provide support to procurement unit on the specification preparation and technical evaluation of equipment to be purchased and perform QC (quality check certification) after purchasing the equipment.

#### Any other identical task assigned by the respective supervisor.

#### Safeguarding Responsibilities:

- Uphold CARE's Safeguarding Policy (<https://www.care-international.org/resources/care-international-safeguarding-policy>) and Safeguarding Code of Conduct.
- Must read the Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct.

#### Safety and Security Responsibility:

We all have a responsibility to promote a safe and secure work environment, foster a safety and security culture, and ensure consistent application of, and compliance with, CARE Afghanistan safety and security policies and procedures.

#### Job Requirements:

##### Core Competencies:

Good human relation skills, sense of humor, courtesy.  
Play effective role working in team.  
Analytical skills of ICT problem solving  
Fair working skills while prioritizing ICT services  
Ability to train other, cooperative, Competent, Willingness and ability to travel inside Afghanistan.

##### Skills and Experience:

Good knowledge of troubleshooting LAN, Computing System, Internet, Email and Telecom system  
Ability to identify and solve computer software/hardware related problems.  
Ability to install computers and newly introduced packages in computer.  
Professional Problem diagnostic & troubleshooting ability.

##### Education:

Bachelor's degree in computer science, or similar trade and certifications in CompTIA Network+, CompTIA Security+, CompTIA A+, CCNA, MCSA, MCSE, MCDBA, ICDL and Cybersecurity.

##### Work Experience:

At least 2 years experiences in relevant post preferably in International Organization.

##### Languages, Skills:

Fluency in spoken and written English, Dari and Pashtu.

##### GENERAL:

Ability to train other, cooperative, Competent, Willingness and ability to travel inside Afghanistan.

##### Safeguarding

CARE places human dignity at the center of its relief and development work. At the heart of CARE's efforts to impact poverty and social justice is its engagement with marginalized communities, and vulnerable adults and children. Vulnerable adults and children are particularly at risk of sexual exploitation and abuse. CARE commits to the protection from sexual harassment, exploitation, and abuse of vulnerable adults and children, involving CARE Employees and Related Personnel. CARE has a zero tolerance toward sexual exploitation and abuse and child abuse. CARE takes seriously all concerns and complaints about sexual exploitation, harassment and abuse and child abuse involving CARE Employees and Related Personnel.

CARE Afghanistan participates in the [Inter-Agency Misconduct Disclosure Scheme](#). In line with this Scheme, we hereby request information from candidate's previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the candidate left employment. All CARE Afghanistan's offers of employment are subject to satisfactory references and appropriate screening checks. By submitting an application, the applicant confirms his/her understanding of these recruitment procedures.

#### Submission Guideline:

- Please submit your completed CARE Standard Job application form ([ACBAR: Application Form](#)) along with updated CV to [afg.vacancies@care.org](mailto:afg.vacancies@care.org).
- Applications after the closing date (12:00 AM) and without CARE Application form will not be accepted.
- Please Indicate the position title, Vacancy Number in the Subject Line (**ICT Assistant CARE-AF-1082 Parwan**) otherwise your application will not be considered.
- Please note that there is no telephonic inquiry and only shortlisted applicants will be contacted with and call for interview.
- The successful applicant will be expected to undergo a Background Check, Bridger check & Reference check and be compliant and sign up to Care Afghanistan's Code of Conduct, PSHA (Prevention from Sexual harassment, exploitation and abuse) and other Care Afghanistan policies prior to a final offer being made.
- People with Physical Disabilities and Women are highly encourage to apply.
- CARE IS COMMITTED TO SAFEGUARDING POLICY (Available at: [Safeguarding](#))
- CARE IS COMMITTED TO CODE OF CONDUCT (Available at: [CARE Afg Code of Conduct \(updated\).pdf](#))

#### Submission Email:

Afg.Vacancies@care.org

**Education & Experience**

Bachelor's degree in computer science, or similar trade and certifications in CompTIA Network+, CompTIA Security+, CompTIA A+, CCNA, MCSA, MCSE, MCDBA, ICDL and Cybersecurity.

**Must Have**

At least 2 years experiences in relevant post preferably in International Organization.

**Educational Requirements**

**Compensation & Other Benefits**