



Hello from Friends-International

We're looking for a

## IT NETWORK ADMINISTRATOR

Are you a skilful IT professional who enjoys solving problems and implementing new solutions? Would you like to use your skills in supporting our teams to save lives and build futures of marginalized children & youth?

If you answered 'yes' to any of the above, then you may just be the person we need.

### WE ARE

Friends-International (FI), an award-winning NGO founded in Phnom Penh in 1994. Our vision is a world where every child, young person, and their caregivers are safe from harm and can access education, training and job opportunities to fulfil their potential as productive, functional citizens of their countries. Our multiple dynamic teams in Cambodia, Thailand, Laos, Indonesia, Myanmar and Europe, together with our partners, deliver innovative services for children, youth, their families and their communities. This is done through our Saving Lives, Building Futures and ChildSafe programs which cover a great variety of carefully integrated projects including child protection, migration, harm reduction, education, alternative care, vocational training, social businesses, employment, NGO networks and more!

### THE ROLE

As an IT Network Administrator, based in our HQ in Phnom Penh, you will be responsible for overseeing our computer systems and networks to ensure they are running properly. You will be part of our HR/ADMIN team whose role is to provide general support to FI teams and partners. Your role will be to identify network or computer system needs and to install any new hardware or software. This includes supporting individuals in having the right tools to do their work well, and ensuring the teams have a well-functioning server and infrastructure to be able to collaborate well. You will also be providing ongoing virtual support to Friends programs across Southeast Asia. This role is ideal for someone who is looking for a role in an environment that is striving for continual improvements and who enjoys implementing changes!

### Does this describe you?

- You are a dynamic team player who is passionate about working for the protection and education of marginalized children, youth and their families
- You enjoy identifying problems and finding solutions in a dynamic work environment
- You have some experience in maintaining a network and traffic of 50+ IT users
- You have the skills and knowledge about:
  - ✓ Window Server 2003 & 2008, CISCO (CCNA1, CCNA2)



- ✓ Network services: WAN, LAN, DNS, DHCP, AD, NAT, VPN
- ✓ Network devices: NAS, CISCO Router, MikroTik Router, PABX
- You are familiar with setting up Microsoft 365 and training people on how to use it
- You are fluent in English in addition to your native Khmer

**These would be examples of some of your responsibilities. Would you enjoy them?**

- Ensuring our newcomers have all necessary IT equipment and tools set up so they can start working
- Installing and configuring a new printer, ensuring it's connected to the network and that teams know how to use it well
- Respond to an IT problem raised by one of our teams in a timely manner
- Support a smooth data migration project from Google Workspace to Microsoft 365
- Maintain all records and files concerning IT procurement and assets management
- Support staff to improve their IT skills and be more confident when using a computer
- Manage emails, team lists, and collaboration tools and support smooth internal communications
- Assess IT equipment and organize repairing and replacement of equipment as necessary
- Work with our HR/ADMIN teams in Thailand to support the set-up of their own IT systems and infrastructure

Sounds good! Great! Please email your CV with your Cover Letter and salary expectations now to [hr@friends-international.org](mailto:hr@friends-international.org) and let's talk more.

In compliance with our Child Protection Policy and Protection against Sexual Exploitation and Abuse Policy, all applicants will undergo an extensive background check.

*Friends team*