

JOB DESCRIPTION

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| Job Title: IT Officer | Unit: Operations - Technology Operations and Services |
| Reports To: Operations Center Director | Employment Status: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Project-based <input type="checkbox"/> Consultant <input type="checkbox"/> Others (specify): _____ |
| Supervises: | |
| Job Level: Rank and File | Work Location: Operations Center, Clark |
| General Description: <p>The IT Officer oversees and maintains the organization's IT infrastructure, including networks, servers, security systems, hardware, software and communication equipment. The IT Officer ensures uninterrupted IT services, website, and platform functionality, technical support, and compliance with IT policies and regulations. Coordinates with vendors and service providers, performs preventive maintenance, and proactively resolves IT issues.</p> | |
| Essential Functions: <ul style="list-style-type: none"> • Manage wired and wireless networking, including troubleshooting, installing, and repairing TCP/IP networks, routers, and switches. • Configure and maintain firewall appliances (e.g., Fortinet, Sophos). • Ensure the maintenance, functionality, and security of servers, security access and control systems, and UPS units. • Oversee the installation, maintenance, and troubleshooting of hardware and software, including laptops, handheld devices, and office applications. • Manage peripheral devices such as printers, scanners, and video wall controllers. • Ensure proper maintenance of audiovisual systems and communication systems which include satellite-based communication devices and handsets. • Handle website backend maintenance, including programming, updates, hosting management, security monitoring, and content support through WordPress. • Serve as lead in proactively identifying and resolving IT-related issues to maintain uninterrupted services and ensure business continuity. • Provide technical support and maintain Hazard and Disaster Analysis (HANDA) platform, ensuring its optimal functionality, security, and accessibility. • Implement and ensure adherence to IT and communication policies and standards. • Maintain compliance with the Data Privacy Act of 2012 and other relevant IT regulations. • Manage relationships with external vendors and service providers for IT-related services and procurement. • Ensure timely and efficient delivery of IT services and solutions. • Conduct regular preventive maintenance of networking of all IT systems. • Oversee the upkeep and lifecycle management of office technology equipment and peripherals. • Perform other related duties as may be assigned | |
| Educational Background/Work Experience: <ul style="list-style-type: none"> • Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field. • 2-3 years of experience in IT management, system administration, network administration, or technical support roles. | |

- Experience in managing IT systems including working with managed service providers
- Experience with website backend management,
- Familiarity with IT policies and industry standards relating to security, compliance regulations, data privacy, etc.
- Knowledge of coding and scripting languages (e.g., PHP, HTML, CSS, JavaScript, Python, SQL) for website and system backend support.
- Ability to troubleshoot minor hardware and software, issues.
- FKnowledge of Amazon Web Services (AWS) and Microsoft Azure, including deployment, configuration, and management, is an advantage.

Other Skills/Qualifications:

- Excellent problem-solving and analytical skills.
- Strong communication, interpersonal, and leadership skills to guide IT staff, collaborate with teams, and manage vendor relationships.
- Effective time management and organizational skills, with the flexibility to respond to urgent IT issues as needed.
- Ability to work proactively and collaboratively in a dynamic work environment.

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Interested applicants may send their curriculum vitae and cover letter (addressed to Executive Director Veronica T. Gabaldon) to recruitment@pdrf.org.ph

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