

Partners in Technology Int'l PACTEC

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If you are interested in this position, please contact: recruiting@pactec.net

JOB DESCRIPTION

POSITION TITLE: INFORMATION TECHNOLOGY TECHNICIAN

EFFECTIVE DATE: 01-JULY -2004

REPORTS TO: I.T. MANAGER, KABUL

PROGRAM: AFGHANISTAN I.T.

PURPOSE: To provide I.T. and Communications technical services to NGOs in Afghanistan.

PRIMARY RESPONSIBILITIES AND DUTIES:

1. Responsibility: Install, configure, troubleshoot and maintain PACTEC and customer communications systems. (60%)

Activity (Duty)

- (a) Install, configure, troubleshoot and maintain local area networks, VSAT and/or telephone systems.
- (b) Record work performed on project sheets within guidelines given.
- (c) Prioritize work to ensure best impact from available resources.
- (d) Follow installation standards for all projects as given.
- (e) Liaise with PACTEC I.T. in Redlands regarding needs and developing technologies/standards.
- (f) Maintain network diagrams and documentation of communication systems we install and maintain. (Someone else will have to follow up at some point in the future.)

2. Responsibility: Train and supervise national staff. (30%)

Activity (Duty)

- (a) Work with national staff to transfer knowledge of communication systems and to build their capacity to undertake high quality work.
- (b) Supervise nationals in such a way that work is undertaken efficiently and to a high standard, and the capability of individual staff is intentionally and pro-actively increased.

3. Responsibility: Keep the NGO community in Kabul informed about the services that PACTEC offers. (10%)

Activity (Duty)

- (a) Answer customer questions and give available information.
- (b) Maintain intranet that can be accessed from the E-mail Center, and a more limited external website.

4. Responsibility: Be flexible, well organized and contribute well to the team and the overall work of PACTEC in Afghanistan.

Activity (Duty)

- (a) Work with the manager to ensure that the I.T. program effectively meets the needs of the NGO community in Kabul, within the limits of our resources.
- (b) Be personally well disciplined and organized to ensure maximum effectiveness.
- (c) Be cross-culturally aware and sensitive, building good enduring relationships with nationals.
- (d) Be prepared to undertake any work reasonably requested of you.

JOB REQUIREMENTS: KNOWLEDGE, EXPERIENCE, ABILITIES AND APTITUDES

- 4 year college degree or equivalent experience
- Good general computer skills and experience:
 - Windows Operating Systems : 9x, Me, 2000, XP
 - Windows Office applications: Word, Excel, PowerPoint, Internet Explorer, Outlook and Outlook Express, in particular.
- Excellent networking skills and experience:
 - Network design
 - Wired and wireless bridges, hubs, routers, NICs
 - Firewall configuration
 - Server and client configuration, with particular reference to security settings
 - Hardware and software troubleshooting
 - Web caching and access filtering and monitoring
 - Configuration and maintenance of Mail servers and DNS would be helpful
- Knowledge of RF communications would be helpful, but not required.
- Able to work with minimal supervision
- Good problem solving skills
- Good people skills and helpful team attitude
- Able and willing to work longer than normal hours
- Able to travel throughout the country as required
- Acquiring the local language to some extent will be an advantage, although the working language is English.
- Able to adapt well to local culture and work well in a cross-cultural setting
- Good general health and fitness
- Able to think quickly, clearly, and analytically under pressure
- Agreement with PACTEC values and organizational objectives

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified.

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