



**THE ASEAN SECRETARIAT
INVITES INDONESIAN CITIZENS OR ASEAN NATIONALS
WHO ARE CURRENTLY RESIDING AND RECRUITED IN INDONESIA
TO APPLY FOR THE FOLLOWING VACANCY**

**TECHNICAL ASSISTANT
INFORMATION TECHNOLOGY SYSTEMS**

Background

The Association of Southeast Asian Nations (ASEAN) was founded in 1967 with the purpose of promoting regional cooperation in Southeast Asia, in the spirit of equality and partnership and thereby contribute towards peace, progress and prosperity in the region. It was proclaimed a Community through the “Kuala Lumpur Declaration on ASEAN 2025: Forging Ahead Together”, signed by the ASEAN Leaders during their 27th Summit in November 2015, calling the ASEAN Community to work towards building a community that is politically cohesive, economically integrated and socially responsible.

The ASEAN Secretariat was established in 1976 by the Foreign Ministers of ASEAN, with the basic function of providing greater efficiency in the coordination of ASEAN organs and for more effective implementation of ASEAN projects and activities, and envisioned to be the nerve center of a strong and confident ASEAN Community.

In alignment with the Kuala Lumpur Declaration on ASEAN 2025, and key aspirations of the three pillars; ASEAN Political Security Community (APSC), ASEAN Economic Community (AEC) and ASEAN Socio-Cultural Community (ASCC), supported by the Department of Community and Corporate Affairs (CCA), the ASEAN Secretariat is inviting qualified Indonesian citizens or ASEAN Nationals who are currently residing and recruited in Indonesia to apply for the position of: **Technical Assistant Information Technology Systems**.

Duties and Responsibilities:

Reporting to the Senior Officer of the Information Technology Systems Division, Community & Corporate Affairs Department, the Technical Assistant shall:

- Provides support and troubleshoot general IT problems or requests from staff members (ASEAN, Project, Consultants, etc.);
- Provides solutions to problems or workarounds on unresolved IT problems or escalation of problems to third-party vendors;
- Keeps track of meetings/conferences/events schedule organised by ASEC;
- Monitors and Provides IT support and assistance for meetings/conferences/events;
- Delivers technical recommendation on IT hardware and software to respective staff members;
- Identifies and Resolves the problem on the user site;
- Documents all technical issues and resolutions for future reference;
- Performs installation of hardware (PC, laptops, printers, scanners, and etc.) and software for staff members in accordance with standard requirements;
- Makes arrangements and record assignment of IT equipment including PCs, permanent & temporary Laptops, and etc. for staff members;
- Supports Network (Install Hub, switch, create cabling);
- Maintains Fix Asset (Laptop, PC, Printer);
- Manages administrative tasks on Server and Active Directory;
- Performs other related job as assigned by the supervisors.

Qualifications and Experience:

- Bachelor degree Information Technology/Computer science or an appropriate related field or discipline with a minimum three (3) years relevant work experience in technical role.
- Technical skills and knowledge in the relevant area or the demonstrated ability to quickly acquire them.
- Familiar with Desktop Support Operations and other IT Devices installation/troubleshooting
- Familiar with the most device platforms e.g. Windows, MacOS, iOS, Android, Symbian and so on.
- Demonstrated ability to perform network/wireless network configuration/troubleshooting.
- Demonstrated ability to plan and organise tasks and work flows, with proven ability for accuracy under pressure and adherence to deadlines.
- Demonstrated commitment to collaborative work practices in multi-cultural environment.
- Proven skills in problem solving in a complex organisational environment.
- Ability to multi-task, work long and irregular hours, perform tasks outside the usual job scope, and willing to travel on short notice.
- Good interpersonal skills as well as strong written and verbal communication skills.
- English proficiency and computer literacy are pre-requisites for this position.
- Possess any IT certified certification is an advantage.

Remuneration and Benefits:

Successful candidate will be offered a basic salary of IDR 8,295,000 and attractive remuneration package including monthly transportation allowance, outpatient medical reimbursement, hospitalisation & life insurance, annual bonus of a month's basic salary, and gratuity. Subject to good performance during the probation, the candidate will be offered a fixed term contract of three (3) years, inclusive of the 6-month probationary period.

How to apply

Send your application to asean.hr@asean.org highlighting your suitability and potential contribution to the position together with a **detailed CV, certified true copies of educational certificates and transcript**, and **complete ASEC Employment Application Form** attached with recent photograph. Incomplete application shall **NOT** be considered.

Please indicate on the subject heading: **Application for Technical Assistant Information Technology Systems.**

Application documents should reach the ASEAN Secretariat by **29 October 2017**. The Selection Committee's decision is final and only shortlisted candidates will be notified.

Note:

ASEC Employment Form can be downloaded at: www.asean.org/opportunities/asec-employment-form
