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

INFORMATION TECHNOLOGY ASSISTANT
INFORMATION TECHNOLOGY SYSTEMS DIVISION

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 Information Technology (IT) Assistant, Information Technology Systems Division.
Duties and Responsibilities:

Reporting to the Senior Officer of Information Technology Division, the Assistant shall be responsible to:

- 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;
- Supports Network (Install Hub, switch, create cabling);
- Assist in clerical and administration task e.g. maintaining Assets (Laptop, PC, Printer);
- Performs other related job as assigned by the supervisors.

Qualifications and Experience:

- Diploma/Certificate in Information Technology/Computing or an appropriate related field or discipline with a minimum one (1) year 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 simple network/wireless network troubleshooting.
- Demonstrated ability to plan and organise tasks and work flows, with proven ability for accuracy under pressure and adherence to deadlines.
- Good oral and written communication skills, including experience in cross-cultural environment and international settings.
- Demonstrated ability to develop and maintain sound working relationships with stakeholders.
- Demonstrated commitment to collaborative work practices.
- Competency in computer skills with adequate knowledge of Microsoft Office and Outlook where relevant to the position.
- Sound command of English, written and spoken.
- Possess any IT certified certification is an advantage

Remuneration and Benefits:

Successful candidate will be offered a basic salary of **IDR 4,634,000** 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 transcripts, and complete ASEC Employment Application Form attached with recent photograph. Applications sent without ALL the documents mentioned above will NOT be considered.

Please indicate on the subject heading: Application for IT Assistant.

Application documents should reach the ASEAN Secretariat by **18 February 2020**. 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](http://www.asean.org/opportunities/asec-employment-form)
- ASEAN Secretariat staff shall not be retained in active service beyond the age of 60 years. Age shall not be more than 57 years old at time of application.