

Job Description

Job Title:	IT BUSINESS PARTNER		ITBP
Reports to:	Operations Manager	Grade:	GEN-08
Financial Approval Responsibilities:	No	Direct Reports:	Intern if any
Location:	Head office with regular travels to the field and internationally as required		
Full time job:	Yes		
Key Relationships to reach solutions:	Internal: Members of OPN, PRG, EDO, FIN, SET, ActionAid International External: ActionAid Vietnam's Partners		

Role Overview

The IT Business Partner (ITBP) is responsible for ensuring timely and effective technical support to improve organizational efficiency. The role entails managing and maintaining IT infrastructure, systems, and policies, as well as delivering end-user support, ensuring compliance with IT and security standards, and driving digitalization initiatives. The ITBP plays a critical role in managing core ActionAid Vietnam (ActionAid) systems and tools, aligning with the organization's strategic goals.

Role Accountabilities

1. Support IT Capacity Building for ActionAid Staff and Partners

- Provide comprehensive user support to ActionAid staff, including resolving login issues, configuring network printers, and addressing non-critical IT system concerns.
- Facilitate onboarding for new users, ensuring they are proficient in accessing ActionAid IT resources and networks, using Microsoft 365 applications, and adhering to IT policies.
- Conduct training sessions and workshops for staff and partners on advanced IT tools, including Microsoft 365, SharePoint, and cloud-based platforms.
- Deliver tailored technical support to partner organizations, enabling effective utilization of digital tools and systems.
- Ensure efficient and strategic IT procurement processes, aligning with operational needs and organizational goals.
- Manage IT service contracts and third-party vendor agreements, ensuring compliance with organizational policies and relevant laws.
- Collaborate with management to develop and monitor the annual IT budget, aligning expenditures with the strategic plan.
- Maintain accurate and transparent records of IT equipment inventory, including imports, exports, and usage. Regularly assess equipment conditions and schedule maintenance to extend lifecycles and enhance performance.

2. Support for ActionAid Standard Applications and Digital Systems

- Provide technical and administrative support for ActionAid's digital transformation initiatives, ensuring that all projects, including the Digitalization Office Project, are executed on schedule and within budget.
- Administer and troubleshoot SUN and SK systems, ensuring seamless functionality and version compliance.
- Oversee version updates, bug fixes, and optimization for all ActionAid standard applications, including SUN, SK, MnE Online, SRM, Safe City, PFG, and other office automation tools.
- Offer comprehensive user support and training to staff for effectively utilizing ActionAid's digital systems and platforms, focusing on enhancing productivity and user experience.

Job Description

- Implement a proactive approach to regularly review and update IT policies, aligning them with emerging technologies and organizational requirements.
- Ensure compliance with ActionAid International IT standards and global best practices, including Data Protection Policy (DPP), cloud infrastructure management, and system integration.
- Facilitate the transition to cloud-based applications where applicable, leveraging platforms like Microsoft 365, Azure, and SharePoint for enhanced collaboration and efficiency.

3. IT Planning and Budgeting

- Collaborate with management to develop the annual IT budget, ensuring alignment with organizational goals, digital transformation initiatives, and strategic priorities.
- Actively participate in strategic IT planning discussions, identifying opportunities for innovation, infrastructure upgrades, and adoption of emerging technologies.
- Optimize budget allocation for IT projects, including investments in cloud services (Azure, AWS), cybersecurity measures, modernized hardware and software solutions, and staff capacity building programs.
- Evaluate and prioritize IT expenditures to align with sustainability goals and maximize return on investment for new technology deployments.

4. IT Procurement and Maintenance

- Assess and manage IT vendor relationships, including evaluating performance metrics, negotiating contracts, and ensuring alignment with ActionAid's standards and compliance requirements.
- Oversee the procurement process for hardware, software, and cloud services, ensuring timely delivery, compatibility, and cost-effectiveness to meet organizational needs.
- Facilitate and manage a centralized IT asset management system to maintain an accurate inventory of all hardware, software, and licenses, enabling efficient asset tracking and lifecycle management.
- Design and execute preventive maintenance schedules, ensuring critical IT infrastructure, such as servers, networks, and end-user devices, remain operational and up to date with patches and upgrades.
- Provide prompt technical support and troubleshooting for IT systems, collaborating with vendors and service providers to resolve complex issues efficiently.
- Ensure IT procurement and maintenance activities comply with ActionAid's procurement policies, organizational ethics, and global best practices in sustainable and ethical sourcing.
- Leverage digital tools to monitor equipment performance and schedule predictive maintenance, reducing downtime and extending the lifespan of IT resources.
- Regularly review procurement strategies to incorporate innovative solutions, such as virtualization, cloud computing, and green IT initiatives, aligned with ActionAid's commitment to sustainability and operational efficiency.

5. IT Compliance and Governance

- Continuously monitor and enforce adherence to ActionAid IT policies, standards, and global frameworks, ensuring all practices align with organizational goals and compliance requirements.
- Implement robust cybersecurity protocols, including multi-factor authentication (MFA), endpoint protection, and intrusion detection systems, to safeguard organizational data and systems against potential threats.
- Ensure compliance with data privacy regulations such as GDPR and local data protection laws, integrating privacy-by-design principles into all IT processes and systems.
- Establish and monitor access controls, role-based permissions, and encryption mechanisms to protect sensitive data across on-premises and cloud-based systems.

Job Description

- Facilitate ongoing training and awareness programs for staff and partners on best practices for data security, regulatory compliance, and ethical IT usage.
- Regularly review and update IT compliance policies to address evolving regulations, emerging threats, and advancements in technology, ensuring proactive adherence.

6. Data Backup

- Execute routine backup procedures for critical data.
- Ensure the successful backup of servers, databases, and essential files, with regular monitoring to identify and address potential issues promptly.
- Verify the integrity of backed-up data.
- Develop and maintain disaster recovery plans.
- Regularly test data restoration processes for readiness

7. IT Data Management and Accessibility

- Ensure IT data is continuously updated, accurate, and well-maintained for all users, reflecting the latest configurations, system changes, and user requirements.
- Provide seamless and consistent access to up-to-date IT resources, documentation, and system information, ensuring all users have the tools they need for optimal performance.
- Regularly review and optimize IT data organization, improving data structure, categorization, and searchability to enhance efficiency and accessibility across teams.
- Implement automated processes for maintaining and updating key IT data, including user access logs, system configurations, and asset inventories, to ensure accuracy and minimize manual intervention.
- Develop and enforce best practices for data management to ensure consistency and integrity across all IT systems, while supporting the organization's operational needs.
- Promote user-friendly platforms for accessing IT data, such as self-service portals or knowledge management systems, to improve user experience and reduce support requests.
- Regularly assess and enhance the data access controls to ensure sensitive IT data is securely stored while remaining accessible to authorized personnel.

8. Office support

- Back up support to relevant focal persons as required
- Undertake corporate responsibility as assigned by the Line Manager
- Work as an active team member to enhance team spirit of ActionAid
- Support the process of developing and sustaining an open, transparent and learning culture in the organisation.

Person Specification

Education & Certifications

- Bachelor holder in computer science or technology or related field with at least two years of professional experience.

Experience

- 2 – 3 years of professional experience in Helpdesk support and system management, Microsoft server platform. Microsoft certification is highly recommended.

Essential knowledge and skills

- Excellent knowledge of computer hardware and networking, Cloud computing Azure, AWS, Office 365 and Exchange.
- Participatory, service-oriented attitude

Job Description

- Sensitive and responsive to gender, ethnicity, disability and HIV AIDS issues and other core AAV values
- Proactive in liaising and problem solving
- Basic knowledge of programme, planning and budgeting
- Excellent interpersonal, networking, communication, negotiation and facilitation skills
- Good at reading and writing skills in English and Vietnamese including the ability to compose, edit, analyze and report using complex information
- Sound photography, video, presentation software and application skills

Others

- Behavioural competencies:
 - Adheres to AAV values, which are: Mutual respect; Equity and justice; Integrity; Solidarity with the people living in poverty and exclusion; Courage of conviction; Independence; Humility.
 - To be able and willing to align one's own behavior with the needs, priorities and goals of the organization, and to promote organizational goals to meet organizational needs. It also includes acting in accordance with organizational decisions and behaving with integrity
 - To be able to work cooperatively with all partners and stakeholders including teams, work groups to meet mutual goals
- Safety and security
- Child protection
- Anti-sexual harassment

This job description covers the main task and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs

It is part of every staff member's responsibility to contribute to AAI's mission and comply to AAI's values, AAV's competencies which are: Mutual respect, Equity and Justice, Honesty and transparency, Solidarity with the poor, Courage of conviction, Independence, Humility and AAVPROFILE (Accountability, Adaptation, Value, Partnership, Respect, Obtain to innovation, Fairness and Justice, Integrity, Leadership without authority, Expert).

Prepared by
IT Manager

Signature

Date:

Reviewed by
HR Function

Signature

Date:

Approved by
Executive Director

Signature

Date:

Accepted by
Name of Staff

Signature

Date: