

Role Description

Regional IT Technical Support Officer



Overview:

DFDL is a leading international law firm specialized in emerging markets with regional legal, tax and investment expertise advisory developed throughout the South and Southeast Asia, and beyond.

With a team of over 150 local and foreign advisers in 9 countries (Cambodia, the Lao PDR, Myanmar, Thailand, Vietnam, Singapore, Bangladesh, Indonesia and the Philippines) including the collaborating firms, we provide unique value propositions and innovative solutions to our clients, with a particular focus on:

- Banking and Finance;
- Corporate;
- Mergers and Acquisitions;
- Energy, Mining and Infrastructure;
- Real Estate and Construction; and
- Taxation.

Position:

We are looking for a qualified candidate to join our **Phnom Penh office** as a **Regional IT Technical Support Officer**. The Regional IT technical support officer's duties include the monitoring and maintenance of internal computer systems and networks. This also includes installation and configuration of computer systems, diagnosing hardware and software issues and solving technical and applications problems, either remotely or in person.

Reports to:	Regional IT Director, Regional IT Systems Engineer and Regional IT Support Coordinator
Key internal relationships:	IT Consultants
Salary range:	Competitive, varying based on the qualifications and experience
Position type:	Permanent, Full Time
Applicants eligible:	Any qualified candidate
Location:	Phnom Penh, Cambodia

Main duties of the role:

- Installing and configuring computer hardware operating systems and applications;
- Monitoring and maintaining computer systems and networks;
- Communicating with staff or clients through a series of actions, remotely or face-to-face, to assist in setting up systems or resolving issues;
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults;

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No 30, Norodom Boulevard, 4th Floor BRED Bank Building
Sangkat Phsar Thmey 3, Khan Daun Penh (PO Box 7)
Phnom Penh, Cambodia

t: +855 23 210 400
f: +855 23 214 053
e: cambodia@dfd.com

Role Description

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- maintaining/repairing/replacing PC and laptops parts as required;
- Providing support, including procedural documentation and relevant reports;
- Following diagrams and written instructions to repair a fault or set up a system;
- Supporting the roll-out of new applications;
- Setting up new users' accounts and profiles and dealing with password issues;
- Working continuously on a task until completion (or referral to third parties, where appropriate);
- Prioritizing and managing many open cases at one time;
- Rapidly establishing a good working relationship with staff and other professionals; and
- Testing and evaluating new technology.

• Active Directory / File Server

- User account management (create, update, delete), including Cambodia and oversea offices;
- File management: manage files & folders as per DFDL's requirements and policy;
- Data security and access management as per DFDL's policy; and
- Maintaining backups of all systems.

• Office 365

- Creating and Updating user mailboxes;
- Providing Auto responder services;
- Outlook/Mailbox monitoring; and
- Managing OneDrive and Document Libraries.

• Network Infrastructure

- WAN/LAN monitoring;
- Monitoring DNS, DHCP;
- Internet traffic monitoring; and
- Maintaining network cables and WiFis.

• Printer Management

- Ensuring proper connection to printers; and
- Assisting in servicing printers.

• General Maintenance:

- Hardware and software installation and service;
 - Laptops, workstations, printers
 - MS Office 2013/2016/365
 - Antivirus
 - Printing and Scanning
 - DFDL custom applications
- Solve IT Support ticket requests; and
- Manage IT inventory;

Other activities:

- Other tasks not specifically listed in this document may be assigned from time to time.

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Skills, Knowledge, and Experience Required:

Essential

- Demonstrates excellent IT skills;
- Possesses a tertiary-level qualification in IT or any related discipline;
- At least four years' experience in IT with a large company, preferably a professional services firm;
- Possesses strong organizational skills. With the ability to cope with competing demands and prioritizing tasks;
- Excellent English communications skills (spoken and written);
- Demonstrates the maturity necessary to effectively manage requests;
- Demonstrates excellent IT skills (MS Outlook (and Office 2010/13); and
- Exhibits honesty, reliability, and a commitment to strict confidentiality.

Technical skills

- Technically proficient in Windows 7/8/10, Office 2013/16, Server 2012/2016 or higher, Exchange 2010, Office 365; and
- Strong technical aptitude, especially relating to PC/Server/Network hardware.

Personal qualities

- Ability to work in a dynamic and supportive team environment;
- Possess good verbal and written English communications skills;
- Executes tasks with precision;
- Proactive and self-motivated; and
- Makes a continuous effort to broaden personal knowledge and skills to become more effective in this role.

Desirable:

- Knowledge of VM platforms such as Citrix XenServer and Windows Hyper V 2012;
- Knowledge of Cisco IOS specifically with Security Appliances and Managed Switches;
- Knowledge of MS SQL and SharePoint; and
- Technical diploma or equivalent employment experience.

Contact Details

DFDL Mekong (Cambodia) Co., Ltd. – Regional Office

Email: careers@dfd.com

Website: www.dfd.com

Link to the online job announcement: <https://apply.workable.com/dfd/j/567D173ED6/>

Contact person: **Mr. Rithy Va, Regional HR & Admin Officer**

Applications should include a curriculum vitae or resume, accompanied by a covering letter outlining the candidate's interest in and suitability for the position. Please note that this position is open until filled. Applications will be reviewed and processed on a rolling basis and only shortlisted candidates will be contacted.