

Position:	IT Specialist
Division:	Administration
Report to:	IT Manager
Band:	C
Position Objective	
The Millennium Challenge Account (MCA) in Timor-Leste, collaborating with the Government of Timor-Leste and the Millennium Challenge Corporation (MCC) of the Government of the United States of America, is responsible for implementing the \$420 million Timor-Leste Compact, which, together with an additional contribution of \$64 million from the Government of Timor-Leste, represents a total \$484 million investment in Timor-Leste. The Compact aims to address human capital development as a binding constraint to economic growth in Timor-Leste through two projects: the Water, Sanitation, and Drainage (WSD) Project and the Teaching and Leading the Next generation of Timorese (TALENT) Project. The Information Technology (IT) Specialist, under the Manager, IT will be responsible for the delivery and administration of IT-related services to ensure the smooth and uninterrupted operation of MCA-TL, including network management and data infrastructure maintenance and oversight.	
Duties and Responsibilities	
• Support the Manager, IT in providing delivery of various IT services (e.g. infrastructure maintenance, database management, etc.) across MCA-TL, ensuring that the quality of execution meets the needs of the organization, approved rules and regulations, and established IT standards. • Advise MCA-TL staff on overall issues regarding day-to-day IT operation and maintenance and communicate with the user to determine the nature of the problem and support through the problem-solving process. • Install, modify and repair computer hardware and software of MCA-TL staff, clean up computers, run diagnostic programs to resolve problems, and install and maintain computer peripherals for users. • Maintain and ensure reliable operation of office printer, camera system, door access control system, telephone system, and time attendance system. • Maintain and ensure uninterrupted and reliable operation of computers, video and audio-conferencing systems, and network equipment in meeting rooms. • Preparing and handing over computers and other equipment during the migration of employees of the organization, checking and receiving, documenting, and keeping records. • Analyze and regularly update the rules and regulations of the responsible information technology system to deliver information technology services without malfunctions and ensure security.	

- Manage the application software used in the organization's activities and be responsible for software developments or upgrades to support the efficiency and productivity of broader program deliverables.
- Prepare a detailed report on the results of the work performed and present the conclusions to the management from time to time.
- Responsible for the regular operation of the network equipment, WAN, LAN, VPN network connections, internet traffic, and intranet.
- Draft training manuals, train computer users, and maintain daily performance of computer systems.
- Develop and implement regular testing, update, and maintenance schedule for MCA-TL IT infrastructure to ensure functionality and capacity to serve the organization's needs.
- Responsible for ordering the materials required to ensure the regular daily operation of information technology by the organization's rules and ensure regular operations.
- Perform additional tasks and responsibilities assigned by the Manager, IT, and Administration and Finance Director of MCA-TL.

Requirements (Education, Experience, Technical Competencies)

Education:

- Bachelor or higher degree in Computer Science, Information Technology, or Hardware Engineering.

Work experience:

- Minimum five (5) years of experience in network administration and related fields.
- A strong working knowledge of computer systems, hardware, and software.
- Must have knowledge of Microsoft Office 365, Windows Server and Windows 11.
- Knowledge of Microsoft Identity technologies such as Active Directory, Windows File Services, and Group Policies.
- Experience working on office environment equipment

Communication and languages:

- Demonstrated ability to communicate effectively in English.
- Verbal and written Tetun/Portugues a distinct advantage.

CORE COMPETENCIES:

- Effective communication to liaise with team members, clients, and contractors
- Skilled in building consensus among employees and developing strong relationships with outside stakeholders.
- Strong analytical and problem-solving skills
- Able to work under pressure and plan personal workload effectively.
- Skilled in analyzing facts and data to support sound, logical decisions regarding own and others' work.

This Position Description is subject to revisions/updates as necessary to ensure alignment to the organization's strategic direction and structure. Revisions to the description are subject to applicable Human Resources policies and procedures, and official versions of each Position Description are maintained by Human Resources.

Original Drafted by:		Date:	
Reviewed by:		Date:	
Approved by:		Date:	