



The WorldFish Center, located on the island of Penang, Malaysia, is a world-class scientific research organization. Our mission is to reduce poverty and hunger by improving fisheries and aquaculture. We have offices in 8 countries and engage in collaborative research with more than 200 partners in more than 25 countries. The Center is a non-profit organization and a member of the Consultative Group on International Agricultural Research (CGIAR).

A unique opportunity has arisen for gifted individuals to contribute to the mission of the Center.

## **IT SPECIALIST**

(Duty Station: Penang, Malaysia)

### **Key Responsibilities**

- Installing new and replacement IT related resources including new PCs, notebooks and software;
- LAN users support, troubleshooting and systems corrections;
- Assisting in the administration of the enterprise systems including email and other services;
- Assisting in the installation and technical support of center servers and databases;
- Actively contributing in the development and maintenance of the disaster recovery procedure for IT supported systems;
- Assisting in the development of IT policies for Regional Offices;
- Assisting in the development of standard helpdesk procedures and service level agreements and responsible for meeting the service level agreements for helpdesk support;
- Providing technical support to the remote access systems and remote users;
- Monitoring the operation of the leased line, router, and firewall;
- Attending to helpdesk requests and providing IT assistance to users i.e. troubleshoot reported systems problem, solve or escalate the problem accordingly (liaison person for vendors for hardware and software);
- Providing consultation and assisting in science related systems and processes implementation;
- Carrying out IT related routine operations such as systems backup and users' profiles maintenance; and
- Providing assistance in keeping inventory of hardware, peripherals and software - assisting in the mobilization of these resources to staff.

### **Skills and abilities**

- Possess strong technical skills in desktop and notebook troubleshooting;
- Possess good knowledge of the Microsoft OS and Office suite;
- Client-oriented attitude; and
- Good communication skills especially in English language.

### **Qualifications and experience**

- Degree or Diploma in IT or related field;
- 2 years working experience in administrating medium to large scale IT backend infrastructure;
- Exposure to LAN / WAN and wireless technologies; and
- Working experience on disaster recovery procedures would be an added advantage.

The WorldFish Center offers a competitive remuneration package, a non-discriminatory policy and provides an innovative work environment. Interested applicants are invited to submit a comprehensive curriculum vitae that includes names and contacts (telephone, fax, and e-mail addresses) of three (3) professional referees who are familiar with the candidate's qualifications and work experience. You are required to submit your application (with indication on the subject header "**Application for the position of IT Specialist – Headquarters**") to the Human Resources Strategy and Services Unit at [worldfish-hr@cgiar.org](mailto:worldfish-hr@cgiar.org). Screening of applications will begin immediately and continue until **15 January 2010**. This position will be based at the WorldFish Headquarters in Penang, Malaysia. Only short-listed candidates will be notified.

*WorldFish is committed to a policy of Equal Employment Opportunity. Applications from qualified female candidates are particularly encouraged.*