



# Information Technology Technician

## Cebu Office

# IJM

### Who We Are

International Justice Mission (IJM) is the global leader in protecting vulnerable people from violence around the world. Our team of over 1,200 professionals are at work worldwide in over 30 offices. Together we are on a mission to rescue millions, protect half a billion, and make justice unstoppable.

We are a global community that cares for one another. We believe that the way we work is as important as the results we achieve. We provide professional excellence with joy and celebration to all those we serve.

### The Need

For 25 years, IJM has pioneered the work to protect vulnerable people from violence. 9 out of 9 times in the last decade, IJM's Justice System Strengthening Projects have reduced slavery and violence between 50 and 85% for very large populations of people in poverty. As we grow to expand our impact to protect 500 million people from violence by 2030, we are seeking an Information Technology Technician to provide comprehensive technical support for IJM Philippines.

This position will provide technical problem-solving for service desk requests and will collaborate closely with the Global Technology Solutions (GTS) team to deploy global technology initiatives. The IT Technician will work with procurement and setting up of end-user hardware and software components, maintaining IT asset inventory, and troubleshooting supported hardware and software issues. This position also plays a vital role in supporting cybersecurity and infrastructure efforts to safeguard the network. The ideal candidate should possess the skills to deliver basic IT training and information, empowering end-users.

***This position is based in Cebu, Philippines and directly reports to Lead, IT.***

### Responsibilities

- **User Support and Issue Resolution:** Resolve issues efficiently, fostering a positive user experience. Implement lasting solutions that optimize IT operations and minimize recurring technical problems;
- **Inventory Management and Procurement:** Maintain an up-to-date IT asset inventory, minimizing discrepancies during audits. Lead the procurement process for new equipment, ensuring proper tracking throughout the lifecycle (acquisition to disposal);
- **Communication and Collaboration:** Collaborate effectively with the Global Technology Solutions (GTS) team to resolve complex issues. Provide clear, concise information to ensure seamless collaboration. Document solutions thoroughly for future reference and

knowledge sharing. Enforce compliance of Cybersecurity policies and empower end users through training;

- Technical Skills and Proactiveness: Identify and address potential technical issues before they impact users. Demonstrate commitment to continuous learning by completing relevant IT training and certifications;
- Install and configure computer hardware, software, systems, networks, printers and scanners;
- Maintain computer systems, office internet, and network including performing preventive maintenance and repair procedures in coordination with external IT service providers;
- Periodically evaluate network performance and recommend improvements as necessary;
- Initiate and complete procurement of computers and other IT assets;
- Ensure the maintenance of an updated inventory listing of IT assets;
- Support A/V, telecommunication, and video conferencing systems, facilitate designated meetings & events, and provide training to staff;
- Train network users on the proper use of new software applications and care of IT resources. Empower network users to perform basic IT troubleshooting;
- Communicate to staff reminders on prevention and awareness regarding current IT security issues regularly when needed;
- Utilize Helpdesk ticketing system through ServiceNow and escalate complex issues to technology owners in GTS;
- Document technical issues and resolutions to ensure knowledge sharing and efficient problem-solving; and
- Remind all network users of the importance of compliance with Global GTS Infrastructure standards and policies.

**Qualifications:**

- Bachelor's degree in Information Technology, Computer Science or equivalent course;
- Proven experience as IT technician or relevant position;
- Excellent diagnostic and problem-solving skills;
- In depth understanding of diverse computer systems and networks;
- Good knowledge of internet security and data privacy principles; and
- Certification as IT technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional).

**Critical Qualities:**

- Eager commitment to IJM's Core Values: Christian, Professional and Bridge-Building;
- Proficiency in Microsoft OS and Microsoft Office applications specifically Outlook, Excel, Word and PowerPoint;
- Excellent interpersonal and customer service skills;
- Fluency in oral and written communication in English and Cebuano (fluency in oral and written Tagalog highly desirable but not required);
- Problem-solving skills;
- Communication skills;
- Good customer service skills;
- An ability to prioritize; and
- A keen eye on details.

**Application Process:**

Please submit your updated Resume/CV, Cover Letter, and Statement of Faith in one PDF document to [phpeoplesupport@ijm.org](mailto:phpeoplesupport@ijm.org) on or before 17 August 2024.

*IJM holds strict safeguarding principles and a zero tolerance to violations of the Safeguarding Policy, Protection against Sexual Exploitation, Abuse and Harassment Policy, and Code of Ethics. Candidate selection is based on technical competence, recruitment, selection and hiring criteria subject to assessing the candidates value congruence and thorough background, police clearance, and reference check processes.*

*\*What is a statement of faith?*

*A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with IJM. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.*