

## **Job Vacancies at RTM International**

Research, Training and Management (RTM) International NGO working in the Cox's Bazar to implement different projects supported by Government of Bangladesh, UNFPA, UNICEF and others development partners. To provide essential health services to the affected population in different location RTM requires to fill up vacancies in the mentioned positions.

### **Position:**

**Assistant IT Officer**

### **Number of Vacancies:**

One (01).

### **Summary:**

- Positions primary focus is the areas of computer operations, computer repair, wire and cable installation, user and desktop support (hardware and software), helpdesk, and data management. Performs a variety of complex information technology support duties to ensure smooth delivery of technology services.
- Utilizes computer equipment, software and diagnostic tools to perform a broad range of customer assistance, production job processing, equipment maintenance and repair and computer operations assignments.
- Works independently with minimal supervision and may assist in training for different project

### **Job Responsibilities:**

1. Provides technical support in the use of personal computer hardware, software, and specialized mainframe technology or operates a multi- platform, complex computer environment;
2. Sets up and configures desktop computers, Laptops and other electronic device security;
3. Installs software and installs and repairs hardware and peripherals;
4. Tests programs;
5. Troubleshoots, diagnoses problems, implements corrective action procedures and/or escalates to other technical resources as appropriate;
6. Maintains, updates or creates systems, databases and web pages using front-end user- enhanced web tools within prescribed guidelines;
7. Researches and recommends system equipment upgrades and manages equipment inventory;
8. Troubleshoots, repairs and maintenance for computer equipment (e.g. Desktop, Laptop and laser printers) tests personal computers and peripherals on a network to diagnose, hardware versus software problems and escalates corrective procedures to other technical resources as appropriate;
9. Acts as an office staff liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns;
10. Develops and tests user documentation as per office rules;
11. Works with hardware vendors to resolve equipment failures/problems;
12. May perform routine security checks on the system; Installs, repairs and removes wire and cable lines
13. Any other responsibilities assigned by the authority.

<b>Employment Status:</b>	Contractual
<b>Job Location:</b>	Cox's bazar
<b>Educational requirements:</b>	Relevant degree such as Bachelor's, Associate Degree in Computer Science or equivalent degree, Information Technology etc.
<b>Experience and other Requirements:</b>	<p><b>Minimum 1- year experience in the related field</b></p> <p>The Following capabilities are mandatory:</p> <ul style="list-style-type: none"> <li>• Good experience in Computer, Networking. Business, Information Systems, Technical, Design qualification will be preferred.</li> <li>▪ Ability to work effectively in a multicultural and resource-limited environment.</li> </ul>
<b>Compensation &amp; other benefits:</b>	As per organization policy.
<b>Last date of submission:</b>	<b>21 December 2024.</b>
<b>Applying to:</b>	<a href="https://forms.gle/sjqgg7bCP3MZiCoZ9">https://forms.gle/sjqgg7bCP3MZiCoZ9</a>

**Read Before Apply:**

The incumbent will maintain and abide by the RTM International Code of Conduct in discharging any duties in the refugee camps (while interacting/treating/counseling the refugee population) and commit to abide by the PSEA core principles and other issues.

**Attention:**

RTM International has a Policy regarding Protection against Sexual Exploitation and Abuse (PSEA), a Gender Policy, and a Child Protection Policy. The organization has a Policy of Zero Tolerance regarding this issue. Candidates having knowledge of PSEA will be preferred. Female candidates are encouraged to apply.

**### Application Instruction ###**

**Job Circular No.: 20241211-036**

*(Applicant must mention job circular number & Position in the E-mail Subject Line).*

Interested candidates are requested to apply to **the Director (Administration), RTM International, 581, Shewrapara, Mirpur, Dhaka-1216** by submit your details in "Employment Application Form" by click on this link or copy this link in to the browser address bar, login by your Gmail account and submit your information: <https://forms.gle/sjqgg7bCP3MZiCoZ9>.

Upload your CV along with a cover letter, academic and experience certificates, training and certifications, NID and other relevant documents in one file by PDF or Doc file (The file size must be under 10 MB). File name should be as [ **Position name - your name - date ...** such as " **Assistant IT Officer-karim-cv and certificates-11-Dec-2024**", etc. ] **on or before 21 December 2024.**

Only short-listed candidates will be called for interview.  
No TA/DA will be provided for attending the interview.

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**Director** (Administration)