

JOB DESCRIPTION

Job Title:	IT Support Assistant	Employment Status	Full Time
Reports to:	IT Support Engineer	Job Code:	TBA
Department/Group:	Information & Technology Unit	Work Location:	Clark, Pampanga

About Philippine Disaster Resilience Foundation (PDRF)



ABOUT THE PHILIPPINE DISASTER RESILIENCE FOUNDATION

The **Philippine Disaster Resilience Foundation (PDRF)** is the country's major private sector vehicle and coordinator for disaster risk reduction & management. Composed of a team of highly committed professionals, PDRF works with field experts and reputable humanitarian institutions to organize and coordinate private sector solutions to disaster management. As the critical link among government agencies, civil society groups and local government units, PDRF provides a systematic and holistic approach in responding to different crises from the period of preparedness to recovery.

Backed by the country's largest conglomerates, industry movers and top corporate leaders, PDRF is an embodiment of solidarity that transcends business competition and promotes the common vision to build a strong, resilient, and disaster-ready Philippines.

About the IT Unit

The Information Technology Unit is responsible for the operation and maintenance of the IT resources including websites, Email Service, Local Area Network Architecture, Personalized Software Platforms, Databases, and Computer Hardware and Software. The IT and Admin Units have a shared Database on the Hardware and Software Inventory that the Organization owns. The services of the IT Unit cover all Office Sites including the Meralco Office [Main Base of Operation] and PDRF Clark Facility.

Duties & Responsibilities

The IT Support Assistant will have the following duties and responsibilities:

- Make sure all systems are in optimal working conditions for the day-to-day operations
- Assist in Updating or Upgrading systems including Websites, Applications, Platforms, LAN and Computer units
- Assists as Technical Support for events including online Meetings, Webinars and Trainings [*Face to face if permitted*]
- Acts as one of the **first responders** in the event of the activation of the Emergency Operations Center in Clark
- Assists in coordinating with Equipment Suppliers, ISPs and Member Companies
- Assists in maintaining the hardware and software systems with coordination of the IT Engineer/Equipment Supplier
- Assists in repairing the hardware and software systems with coordination of the IT Engineer/Equipment Supplier
- On call for remote technical assistance
- Assists in developing overall online or cloud assets of the organization

Competencies

Corporate Competencies:

- Demonstrate integrity by modeling the PDRF’s values and ethical standards.
- Display cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- Treat all people fairly without favoritism.

Functional Competencies:

Knowledge Management and Learning

- Promote knowledge management in PDRF and a learning environment in the office.
- Actively work towards continuing personal learning and development in one or more Practice Areas.

Development and Operational Effectiveness

- Ability to lead formulation, monitoring and evaluation of project activities.
- Ability to interact across a wide spectrum of people.

Duration of Work and Duty Station:

Full time, the IT Unit is under **Shared Services** and is not limited to the primary focus of the PDRF Clark Operations Center Facility systems and equipment.

Qualifications and Education Requirements

Education

- a. 4-year course in BSIT or similar

Experience

- a. Fresh Graduate or at least 1 year experience in IT (Hardware/Networking) related field is an advantage
- b. Knowledgeable in Computer and Network Troubleshooting, Repair and Maintenance
- c. Team player with minimal supervision
- d. Willing to learn

Language Requirements

- a. Ability to communicate effectively in English, both in written and in oral form

Approved by: <p style="text-align: center;">_____ Enrique F. Ruiz _____</p> Immediate Superior’s Signature Over Printed Name Date: <u>Aug. 20, 2021</u>		Conforme: <p style="text-align: center;">_____</p> Employee’s Signature Over Printed Name Date: _____	
Reviewed By:	HR Unit Head	Date:	
Approved By:	Executive Director	Date:	
Last Updated By:		Date/Time:	