

Job Announcement

Pour un Sourire d' Enfant (PSE) is a non-profit organization, established at the end of 1995 in Cambodia, working to provide food, shelter, medical care, general education and vocational training to children needing support. We are working with underprivileged children, children living in poverty, and without any formal education. We help more than 6,500 children in Phnom Penh, Sihanouk Ville and Siem Reap.

IT Application Coordinator (1 position) based in Phnom Penh

Main Responsibilities:

End users support

- Answer user requests and help them to use applications effectively on a daily basis
- In coordination with Key users, train new users and provide refresh training when needed

User's management and access management

- Create new users in the systems and deactivate users when employees leave PSE
- Change assignment on PR/PO workflow and other workflows
- Change user accesses when needed

Application upgrade

- Participate to software version upgrade project

Documentation

- Insure all application track changes done in the applications are properly documented
- Insure documentation is always up to date and complete (in English)
- Insure training documents / user manuals are up to date (in English and in Khmer)

Coordination with System/Network Administrator team

- Define planning of technical changes and application downtimes with Server/database/network team
- Prepare and participate to DR drills (disaster recovery planning)
- Prepare and participate to technical projects (OS upgrade...)

Compliance to Security policies for applications

- Insure that application maintenance procedures are fully compliant with PSE Security policies
- Participate to Security audits, Internal and External
- Be up to date with security vulnerabilities and exposures risks and work with System administrator on system upgrade/patching

Budget and contract management:

- Support IT manager in driving partnership with suppliers and software editors, follow up and renew contracts
- Support IT manager with building and tracking of yearly budget related to projects and maintenance/run of applications



Job Requirements:

- At least Bachelor Degree in IT
- Minimum 3 years experiences in managing business applications, especially around Finance, purchasing and HR
- Good communication skills, capable to work with business people from various functions
- Fluent Khmer/English (read/write/speak)
- Organized and process oriented
- Usage of Microsoft (Excel, Word, PowerPoint..)
- Usage of ticketing tool is a plus
- Python programming expertise is a plus
- Project management experience is a plus
- Willing to learn new technologies
- Problem solving approach
- Team spirit
- Commitment to PSE's vision, core values and code of conduct
- Policy compliance and protection of children
- Patience, adaptability and ability to cope with change process.
- Ensuring timely, high quality results. Being a role model for continuous learning and improvement.

Please send your application (CV and Cover Letter) by email: recruitment@pse.ngo or application in hard copies to the below address.

Address of Organization: No. 402, Trea village, Sangkat Steung Meanchey, Khan Meanchey, Phnom Penh.
Office Number: Contact Number: +855 (0)77 777 173 (extension: 111)
Contact Person: Mr. THOY Sopheak , HR & Recruitment Officer
Personal Number : 070 827 806

Only applications that meet the qualification requirements will be considered.

PSE employees at any levels ought to respect and follow the Child Protection Policies.
PSE is an Equal Opportunity Employer and as such does not discriminate against employees or applicants on any basis prohibited by law.

Qualified women and Disabled people are encouraged to apply.