



## **Job Description**

### **IT AND DATA SPECIALIST**

#### **Overview**

The IT and Data Specialist provides information technology and data support for the activities and operations of the Vietnam Education Foundation, a U.S. Federal Government Agency. S/he reports directly to the IT and Data Manager in the VEF Hanoi Field Office. To keep the Hanoi Office management informed of work activities, the IT and Data Specialist copies his/her supervisor on all emails, copies the Program Manager and the Country Director (CD) in related emails, and reviews VEF program issues with the Program Manager in the absence of his/her supervisor.

#### **Specific duties and responsibilities**

- 1. Assist the IT and Data Manager in activities related to the VEF IT system.**
  - a. Maintain, improve, and develop the software system, including the in-house VEF online application system and online management system (OMS).
  - b. Support the setup of the IT system for VEF events, such as the VEF Interview Mission, that take place outside the VEF Hanoi Office.
  - c. Administer and update the VEF website and webpages.
  - d. Run the LAN at the VEF Hanoi Office.
  - e. Manage the VEF IT devices and have them repaired as needed.
  - f. Support all VEF staff, including the U.S. staff, with IT-related issues.
  - g. Provide IT support for all VEF projects.
  - h. Answer technical questions from VEF staff and from the U.S. computer support company, if requested by the Executive Director, related to the VEF online software system.
  - i. Improve and maintain VEF IT documents, while focusing in particular on the VEF IT Standard Operating Procedure (SOP) manual.
  - j. Organize basic IT training for VEF staff and, as needed, for others (i.e., note takers and Board members) involved in VEF activities and events.
  - k. Update VEF mailing lists for the VEF Fellowship Nominees, Alternates, Fellows, Visiting Scholars, U.S. Faculty Scholars, and Alumni.
  
- 2. Assist the Program Team in activities related to all VEF Programs.**
  - a. Update the VEF database.
  - b. Export data from the VEF database.
  - c. Do reports and data analysis for all VEF Programs.
  - d. Provide support in sending out announcements and notifications for all VEF Programs.

3. **Respond to IT and data requests made by the U.S. Headquarters staff, which are typically vetted through the IT and Data Manager and/or the Country Director.**
4. **Provide support in designing and formatting VEF publications, including the *VEF Annual Report* and the *VEF Achievements and Directory*.**
5. **Keep all internal information on VEF Programs and VEF Program participants strictly confidential.**
6. **Carry out other duties consistent with the position as assigned by the IT and Data Manager, the Program Manager, the Country Director, and the Executive Director.**

**Qualifications and requirements**

1. Vietnamese national.
2. A minimum of a Bachelor’s degree in Information Technology.
3. In-depth capacity in SQL and relational database.
4. Superb skills in using MS Office to construct charts, tables, and figures displaying data.
5. Excellent knowledge in computer networking, hardware.
6. Knowledge in web development using PHP, MySQL, HTML, and JavaScript (an advantage).
7. Knowledge in Linux, Web server, and Database server (an advantage).
8. At least 2 years of experience with IT technical support.
9. Fluency in English (listening, speaking, reading, and writing) with emphasis on speaking and writing.
10. Strong interpersonal communication skills.
11. Dedication and willingness to support other colleagues.
12. Ability to work well in a team.
13. Excellent ability to organize work and meet deadlines.
14. Ability and availability to travel in-country and internationally as required by VEF.
15. Attention to detail and accuracy.
16. Excellent ability to organize work and meet deadlines, demonstrating self-motivation and a performance orientation toward quality.

**Desired qualifications**

1. Previous work experience with an international development organization, an educational exchange organization, a non-profit agency, or a U.S. government agency.
2. Experience living, working, or travelling outside of Vietnam, ideally in an English-speaking country.

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**APPLICATION PROCEDURE**

***DEADLINE FOR RECEIPT OF APPLICATIONS: MONDAY, SEPTEMBER 23, 2013***

Please send the following by email: 1) a cover letter in English, specifying how you meet the qualifications (as stated in the online job description); and 2) your resume in English with your full contact information, including an email address, to the following **TWO** email addresses **by Monday, September 23, 2013**:

- 1. TalentNet Corporation**  
**Unit 506, International Center Building, 17 Ngo Quyen, Hanoi**  
**Email: [nguyen.t.hai.yen@talentnet.vn](mailto:nguyen.t.hai.yen@talentnet.vn)**
  
- 2. Vietnam Education Foundation**  
**Room 502, Hanoi Towers, 49 Hai Ba Trung, Hanoi**  
**Email: [recruitment@vef.gov](mailto:recruitment@vef.gov)**

***Please indicate “VEF” and the title of the position for which you are applying on the envelope or in the subject line of the email.***

**Date of hire: Immediate**

**The position will remain open until filled.**

PLEASE - No follow-up phone calls or inquiries to VEF.

Short-listed candidates will be interviewed by phone by the VEF interview team. Successful candidates of the phone interview round will be invited for a face-to-face interview at the VEF Hanoi Office.

As a finalist, you will be required to provide VEF with copies in English of your university transcripts, diplomas, and three letters of recommendation, which reflect your professional qualifications. At the face-to-face interview, you are required to give a 15-minute power point presentation on (1) your understanding of the required qualifications and skills of the VEF IT and Data Specialist post with focus on the technical components and (2) your relevant experiences and skills which you will apply to carry the duties of this position. This is followed by a 30 - 45 minute Q&A session. As part of the selection process, you will then have 45 minutes to do assignment using MS Office.

**THE VIETNAM EDUCATION FOUNDATION IS AN EQUAL OPPORTUNITY EMPLOYER.**

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