George Town World Heritage Incorporated (GTWHI) 899127-U
116 & 118, Lebuh Acheh, 10200 George Town,
Pulau Pinang, Malaysia.
T: +604 261 6606 • F: +604 261 6605
www.gtwhi.com.my

MELAKA & GEORGE TOWN
Historic Cities of
the Straits of Malacca

GEORGE TOWN WORLD HERITAGE INCORPORATED
STAFF RECRUITMENT 2019

INFORMATION TECHNOLOGY OFFICER

Job Description

The Information Technology Officer is responsible to advice and work with GTWHI management to design and implement appropriate Information and Communications Technology policies and procedures. In addition to managing the daily operational IT needs of the organisation, the officer is also responsible to ensure the continuity of business, which includes instituting an effective disaster recovery management plan.

Task and Responsibilities

- Oversee daily IT operations and performance, i.e. installation, support and maintenance of hardware, software and network infrastructure to ensure optimum functionality.
- Propose and implement appropriate disaster recovery management plan, including performing necessary ba5ck-ups and establishing other safeguards.
- Analyse computer or IT and other communications technology related problems, and recommend appropriate corrective and preventive measures.
- Maintain proper administration records of IT equipment inventory, application software inventory, other software licenses, IT equipment movement, networking & other IT related information.
- Set up user accounts, email accounts, security-levels, and access to internet and internal network.
- Ensure secure and virus-free IT working environment by setting up appropriate security parameters, which includes regular checks for viruses.
- Provide training, guidance, troubleshooting and problem solving for all staff with regards to IT and communications hardware & software.
- Review and recommend improvements to IT and communications systems to Management.
- Liaise with suppliers on setup, implementation, repair, maintenance of IT hardware, software and network.
- Maintain and setup necessary equipment (projector, sound system, etc.) for events, workshop or functions.
- Update GTWHI corporate website, and other related websites, as instructed.
- Liaise with suppliers on setup, implementation, repair, maintenance of telephone system, air-conditioning, photocopying machines, other office equipment, etc.
- Take ownership of all assignments and honour commitments; deliver outputs within prescribed time, cost and quality standards; operate in compliance with organisational regulations and rules; achieve results; support other GTHWI staff; provide oversight; and take responsibility for delegated assignments.

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- Establish and maintain effective working relationships with colleagues.
- Undertake other duties and attend meetings as assigned by the General Manager.

Requirements
- Candidate must possess at least a Diploma/Advanced Diploma/Degree in Information Technology/Computer Science or equivalent.
- At least 2 years of working experience in the related field is required for this position.
- Proactive, creative and possess good troubleshooting skills.
- Self-motivated and able to work independently.
- Willingness to response and attend to the site enquiries on weekends or in the evenings.
- Proficiency in spoken and written Tamil or Mandarin will be an additional advantage.
- Able to work independently, collectively, and in responsible manner.

Application
- Complete the application form (download from here).
- Attach your latest and most persuasive resume.
- Attach an appealing cover letter (tell us why are you the best candidate for this position and your expected salary).
- Send all documents to hr@gtwhi.com.my.
- Only shortlisted applicants will be notified for interview.