

GEORGE TOWN WORLD HERITAGE INCORPORATED
RECRUITMENT NOTICE
(21 MARCH 2022-21 APRIL 2022)

Position : Information Technology Officer
Department : Department of Administration and Finance
Reports To : Administration and Finance Manager
Supervises : Nil

1. Job Description

The Information Technology Officer is responsible to manage and maintain all aspects of Information Technology matters for the company. This includes hardware maintenance, network settings and maintenance, governance and control of network security, website maintenance, and other Information Technology related policy. The Information Technology Officer reports to the Administration and Finance Manager.

2. Responsibility and Authority

- a) Manage and oversee daily information technology operations and performance, i.e. installation, support and maintenance of hardware, software and network infrastructure, and server to ensure optimum functionality.
- b) Analyse computer or information technology and other communications technology related problems, and recommend appropriate corrective and preventive measures.
- c) Maintain proper administration records of information technology equipment inventory, application software inventory, other software licenses, information technology equipment movement, networking & other information technology related information.
- d) Set up user accounts, email accounts, security-levels, and access to internet and internal network.
- e) Ensure secure and virus-free information technology working environment by setting up appropriate security parameters, which include regular checks for viruses.
- f) Provide training, guidance, troubleshooting and problem solving for all staff with regards to information technology and communications hardware and software.
- g) Liaise with suppliers on setup, implementation, repair, maintenance of information technology hardware, software and network.
- h) Maintain and setup necessary equipment (projector, sound system, etc.) for events, workshops or functions.
- i) Update corporate website, and other related websites, as instructed.

- j) Participate in the development, implementation, and maintenance of policies, objectives, short- and long-range information technology planning, with an emphasis on advocating for the needs of the area(s) supported.
- k) Participate in the documentation and implementation of policies and standard operating procedures consistent to ensure the effective operation of the company.
- l) Establish and maintain effective working relationships with colleagues.
- m) Undertake other duties and attend meetings as assigned by the General Manager.

3. Qualification and Experience

- a) Degree or higher qualifications in Information Technology, Computer Science or related subject.
- b) At least five years of professional working experience.
- c) Advantage knowledge of website development script and current trends in Information Technology.
- d) Highly organized with meticulous attention to detail.
- e) Established troubleshooting skills to effective and efficient solutions.
- f) Trustworthy with high integrity.
- g) Good communication and interpersonal skills.
- h) Self-motivated and able to work independently.
- i) Willingness to work on weekends or in the evenings to mitigate and address urgent IT related matters.

4. Application

- a) Fill in the Application Form Online (<https://na3.ragic.com/gtwhi/ragic/hr/8>) by 21 April 2022.
- b) Only shortlisted applicants will be notified for interview.
- c) Write to hr@gtwhi.com.my for more information.

-end-