



# IT Systems Engineer

## About Soi Dog Foundation:

Soi Dog Foundation is the largest animal welfare organisation in Asia dedicated to helping stray dogs and cats. Soi Dog Foundation sterilises, vaccinates, administers medical treatment, shelters, promotes adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end Asia's dog and cat meat trade.

Soi Dog's Mission Statement is: **"To improve the welfare of dogs and cats in Asia, resulting in better lives for both the animal and human communities, to create a society without homeless animals, and to ultimately end animal cruelty"**.

For more information, please visit [www.soidog.org](http://www.soidog.org)

## JOB DESCRIPTION

We are seeking a dedicated IT Systems Engineer to join our team. The ideal candidate will focus on providing exceptional end-user support and managing IT service tickets. This role will support the Senior IT Engineers and IT Director in maintaining our IT infrastructure and ensuring the reliability and security of our systems.

### Key Responsibilities:

#### 1. End-User Support:

- Provide technical support to end-users, resolving hardware and software issues promptly and efficiently.
- Assist users with troubleshooting and resolving IT-related problems.
- Conduct training sessions and create documentation to help users effectively utilise IT systems.

#### 2. Ticket Management:

- Manage and prioritise IT service tickets, ensuring timely resolution of issues.
- Track and document all support requests and resolutions in the IT Service Management (ITSM) system.
- Escalate complex issues to the Senior IT Engineers or IT Director as needed.

#### 3. Office 365 Administration:

- Administer Office 365 services and applications.

#### 4. Server Hardware and Software:

- Assist in the installation, configuration, and maintenance of server hardware and software.

#### 5. System Performance Monitoring:

- Support the Senior IT Engineers in monitoring system performance and troubleshooting issues.

#### 6. Routine Maintenance:

- Perform routine system checks and maintenance tasks to ensure system reliability.

#### 7. Network Infrastructure:

- Help manage network infrastructure, including switches, routers, and firewalls.

#### 8. Documentation:

- Document system configurations and procedures for future reference.

#### 9. Security Measures:

- Assist in implementing security measures to protect IT systems.

#### 10. System Upgrades and Migrations:

- Participate in system upgrades and migrations under the guidance of the IT Director

#### 11. Collaboration:

- Collaborate with other IT staff to ensure seamless integration of new technologies.

#### 12. Callout:

- Be available for callout services as needed to address urgent IT issues.

#### 13. IT Stock Management:

- Manage IT stock, ensuring adequate supplies and equipment are available.

#### 14. General IT Support:

- Provide general IT support as needed.

**Department and Supervisor:** This post reports to the IT Director.

#### Skills and Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Minimum of 2 years of experience in IT systems engineering or a similar role.
- Strong knowledge of Office 365 administration.
- Experience with server hardware and software installation and maintenance.
- Familiarity with network infrastructure management.
- Excellent problem-solving skills and attention to detail.
- Strong communication skills and the ability to work collaboratively with a team.

#### Preferred Skills:

- Certifications in relevant technologies (e.g., Microsoft Certified: Azure Administrator).
- Experience with IT stock management and documentation.
- Knowledge of cybersecurity best practices.

**Location:** The post is based at Soi Dog Foundation's shelter in Mai Khao, Phuket.

**Type of Employment:** This is a full-time paid post.

#### Benefits:

- Five-day work a week, 40 hours per week with two days off. Employee may start and finish work different times depending on their duties as directed by their manager.
- 19 annual holidays (including Thai National Holidays 13 days) rising to 25 days with year of service
- Annual Salary Adjustment
- Annual Service bonus
- Social Security
- Provident Fund
- Uniform

## HOW TO APPLY

Please send your CV together with a covering letter **in ENGLISH** detailing why you think you would be appropriate for this role, to [hr@soidog.org](mailto:hr@soidog.org)

Short-listed candidates will be notified by email.