



**Wildlife Justice
Commission**

Wildlife Justice Commission

Law enforcement and legal experts fighting transnational organised wildlife crime.

The Wildlife Justice Commission is a young, innovative, mission-driven organisation, leveraging the rule of law and the power of investigation to stop the extinction of our planet's wildlife. Our mission is to disrupt and help dismantle the criminal networks profiting from the trafficking of wildlife, timber, and fish. We do this by gathering evidence and turning it into accountability.

To support this mission and our continued growth, we are seeking an

Information Technology and Administrative Support Officer

Full-time basis (40 hours per week)

Thailand, Bangkok

Position Overview

The Information Management (IT) and Administrative Support Officer will be managing all technology and securities for a fast-growing non-profit organisation with offices in the United States of America, European Union, and Thailand. This includes taking care of the archive management, IT infrastructure and hardware, and ensuring that all related systems are technically up to date and user-friendly, in accordance with all legal and organisational obligations.

They will take care of the multiple aspects of the information security and data protection, including policy, compliance, risk management, and ad-hoc consultancy to the organisation. The IT and Administrative Support Officer is responsible for providing support for the onboarding, offboarding, and logistical support as required.

Tasks and Responsibilities

Support work processes and archiving for the future

- Manage valuable information of the organisation.
- Maintain and update the tools and data sets used by the organisation to ensure that all valuable documents are centralised and recorded in a way that supports the daily work and preserves its institutional memory.
- Develop and maintain accessibility of all hardware and software for legitimate users within the organisation and monitors (expiration of) licenses.
- Create a framework to define and implement an information management strategy.
- Identify the role of information strategy in the future success of the organisation and how this should be defined.
- Define and implement information strategy principles and standards.
- Support and guide colleagues on assembling, cataloguing, preserving, and managing valuable information and train personnel in the use of all relevant information management systems.
- Administrate hardware and devices of the organisation, such as the switch, laptops, screens, mobile phones.
- Administrate software applications and subscriptions of the organisation.





IT and security

- Collaborate with external IT support partner to ensure IT security is factored into the evaluation, selection, installation, and configuration of hardware, applications, and software.
- Conduct technical security training for personnel, including as part of the onboarding programme.
- Ensure commitments are met by exploiting the appropriate defined architecture and infrastructure, consulting and participating in the development and/or selection of technical solutions (as required) and providing timely updates.
- Create and manage security policy and process documents, such as the data protection policy, to ensure that they are kept up-to-date and approved in accordance with the defined review schedule.
- Develop and maintain the information security training curriculum and schedule to ensure training requirements are met within the organisation.
- Provide system support to ensure that systems meet current and future business needs and goals.
- Oversee the service provider(s) for security operations, while maintaining strong partnerships and ensuring performance expectations are met.
- Own and maintain a security exception database and evaluate security exception requests.
- Implement and maintain a tracking database for security compliance deficiency to centrally track management responses and remediation plans.
- Participate in the crisis response team and keep the crisis response data and information up to date.
- Maintain proactive communication with management and stakeholders when production incidents occur.

Information management support

- Develop and maintain information management tools, such as SharePoint, to meet records management best practices and train personnel on these information management tools.
- Ensure digital repository and archives are protected with proper folder and file permissions.
- Support colleagues in the daily use of data and documentation systems and ensure adherence to legal and organisational standards. Troubleshoot information management related problems.
- Communicate with management on information management progress and issues.
- Introduce, assist, train, and guide staff in improving application usage.
- Provide information management support in case of a (possible) crisis.
- All related tasks necessary for proper information management.

Administrative support

- Performs administrative support, including logistical and coordination tasks, as required.
- Provides a range of high-level and comprehensive administrative, personal, and other supports, to ensure the Director of Programs' work is supported with the appropriate service, systems, and processes necessary to maintain high standards.
- Liaises with staff, suppliers, and other external relations.
- Supports the Director of Programs in their daily activities, including filing and maintaining the documentation of the Director of Programs and booking transport and accommodation for the Director of Programs.





- Organises meetings, which involves drafting agendas, writing minutes, coordinating logistics, compiling pack content, distributing pack content to the persons attending the meetings, and following up on action points.

Requirements

Knowledge and Skills

- A hands-on attitude and the ability to work independently.
- Affinity with the mission statement of the organisation.
- Sensitivity in working with a culturally diverse, inter-disciplinary, multi-lingual, global team.
- Fluent in English.
- Strong time management skills.

Education and Experience

- Applicants must at least hold a Bachelor's degree (preferably a Master's degree) in Information Management and Technology, or a related field.
- At least 3 years of experience in a similar role, with experience in IT, including IT security and privacy, system and network administration, and support.
- At least 3 years of experience in implementation and/or functional support in business applications like SharePoint, Office 365, Enterprise Resource Planning (ERP), and Customer Relationship Management (CRM) software.

We offer

- A contract for 40 hours per week for a period of 12 months, with possible extension, at our office in Bangkok, Thailand.
- An international environment working in English.
- Competitive employment conditions.
- A chance to make a difference!

Looking to make a difference for wildlife?

Please fill in our job application form on our website <https://wildlifejustice.org/job-application-form> and upload your resume and motivation letter in English. Resumes without motivation letters will not be considered. Should you have any questions about this position, please email us at careers@wildlifejustice.org. Please indicate "IT and Administrative Support Officer" in the email subject line.

To support our objectives, the Wildlife Justice Commission employs staff of many nationalities, cultures, languages, and opinions. This international and diverse character is one of the core values of the organisation, and we therefore seek to sustain and strengthen this diversity, and to ensure equal opportunities as well as an inclusive working environment for our entire workforce.

Deadline to submit applications: 30 November 2023

Applications will be processed on a rolling basis.

Please note that only short-listed candidates will be contacted.

