



Vacancy at the Asia-Europe Foundation (ASEF)

Job Title	IT (Information Technology) Manager
Department	Communications
Location	Singapore
Type of Position	Initially 1 year, renewable
Expected Start Date	July/August 2021
Application Deadline	13 June 2021

About the Asia-Europe Foundation (ASEF)

The Asia-Europe Foundation (ASEF) promotes understanding, strengthens relationships and facilitates cooperation among the people, institutions and organisations of Asia and Europe. ASEF enhances dialogue, enables exchanges and encourages collaboration across the thematic areas of culture, education, governance, sustainable development, economy and public health.

ASEF is an intergovernmental not-for-profit organisation located in Singapore. Founded in 1997, it is the only institution of the Asia-Europe Meeting (ASEM)¹.

For more information, please visit www.ASEF.org.

About ASEF Communications Department

ASEF's Communications Department (COM) promotes Asia-Europe cooperation by advancing awareness and knowledge about ASEF, ASEM and key issues of Asian-European relations. Aimed at a diverse range of constituencies, including the media and general public, the Communications Department's activities foster greater mutual understanding between Asia and Europe through overseeing ASEF's websites and social media platforms; managing the ASEM InfoBoard, ASEM's official information platform; and through organising two project series, each taking place on alternate years:

- The ASEF Editors' Roundtable (ASEFERT) takes place alongside the ASEM Summits;
- The ASEF Journalists' Seminar (ASEFJS) takes place alongside the ASEM Foreign Ministers' Meetings (ASEM FMM).

About the Position

The Communications Department is looking for an Information Technology (IT) Manager mainly responsible for the full range of duties of managing ASEF's IT Infrastructure & Systems, procedures and equipment ensuring their seamless integration.

- **Internal:** To lead in managing and maintaining ASEF's IT Systems, procedures and equipment and being able to troubleshoot issues with the same.
- **External:** To liaise with multiple vendors for ASEF's IT systems and equipment.

The appointment is on a one-year contract basis with an initial 3-month probation period.

¹ The Asia-Europe Meeting (ASEM) is an intergovernmental process established in 1996 to foster dialogue and cooperation between Asia and Europe. The 53 ASEM partners are Australia, Austria, Bangladesh, Belgium, Brunei Darussalam, Bulgaria, Cambodia, China, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, India, Indonesia, Ireland, Italy, Japan, Kazakhstan, Korea, the Lao PDR, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mongolia, Myanmar, the Netherlands, New Zealand, Norway, Pakistan, the Philippines, Poland, Portugal, Romania, the Russian Federation, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Thailand, the United Kingdom, Viet Nam, the European Union, and the ASEAN Secretariat. For more information, please visit www.ASEMinfoboard.org

KEY RESPONSIBILITIES

- Custodian of ASEF IT Infrastructure & Systems
- Streamline IT procedures, policies, and systems
- Provide support to ASEF's Communications Team (operations) including implementing virtual/hybrid events, website maintenance, data analytics

1. IT Infrastructure & Systems (Hardware and software)

- Maintain, improve, design, and coordinate ASEF's IT systems, procedures and equipment ensuring their seamless integration and function. This includes ASEF's various hardware assets e.g. laptops, desktops, digital tools and other IT equipment
- Ensure security / integrity of ASEF's systems, network access, back-ups, etc.
- Perform system audits, evaluations and propose improvements.
- Be the key resource person for IT-related matters (web server maintenance, updates, security protocols, etc).

2. Streamline IT procedures, policies, and systems

- Develop systems to digitise/automate manual/outdated processes in ASEF from booking resources, internal approval of various paperwork, etc.
- Conduct in-house training for ASEF Staff to understand various IT systems including various digital tools and equipment

3. Provide support to ASEF's Communications Team (operations)

- Website management including liaising with vendors in the event of critical issues
- Virtual Event Production – running virtual events.
 - Set-up of virtual event agenda / website (e.g., whova, wordpress, attendify)
 - Livestreaming Production (OBS, Wirecast, or similar software + ATEM mini, cameras, lights, microphone set up)
 - Preparation of run sheets
- Data analysis
 - Extract and interpret reports from Google Analytics, Hootsuite
 - Preparation and execution of email campaigns in coordination with ASEF staff in charge of CRM

Qualifications & Experience

- Bachelor/Master's degree in a relevant field of study
- Minimum 5 years work experience, in an IT capacity or similar role

Citizenship

- Candidates must be citizens and passport holders of ASEM¹ countries.

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Key Competencies

- Ability to work on a team and in a culturally diverse environment.
- Possess a proactive approach across the board with a problem-solving mindset.
- Strong interpersonal, organisational and communication skills.
- Well organised with time and efficient in setting priorities.
- Highly collaborative; will work closely with ASEF Communications Department and Operations to execute marketing / communications initiatives by providing insights from analytics.
- Analytical mindset and strategic thinker in preparing evaluations, reports & presentations.
- Work well under pressure and with tight timelines.
- Open, receptive, and flexible attitude towards change.
- Continued learning outlook
- Able to synthesise knowledge & experience, to identify challenges & lessons learnt and propose recommendations for alternative & future actions

Technical Skills:

- Proven track record in General IT Management with good working knowledge of technical management, information analysis and various hardware / software systems.
- Strong IT background preferably Computer Engineering or Computer Science.
- Advanced troubleshooting skills.
- Subject expert and skilled in transferring knowledge into organisational goals.
- Digitally savvy on website content management systems (Joomla, WordPress, Drupal), social media platforms (Facebook, Twitter, Flickr, YouTube, Vimeo), & basic knowledge of creative software suites (e.g. Adobe Photoshop / Illustrator).
- Experience maintaining databases, generating reports and interpreting results into actionable items for the organisation.
- Expertise in HTML, CSS, PHP, JavaScript, MySQL, OpenGraph and other web-development languages.
- Expertise with Livestreaming Production Software and Hardware including OBS Studio / Streamlabs, ATEM Mini / Vision switcher, microphone set-up
- Knowledgeable of mirrorless / DSLR Camera operation.

Other Preferable Skills & Expertise:

- Ability to code and develop software
- Background in Data Science
- SQL / Python programming
- Expertise or Certification for Google Analytics
- Adobe Creative Suite mastery
- Video Production and preparation of script
- Video editing (Adobe Creative Suite)
- Graphic Design
- Development of visual elements for Virtual Events
- Optimisation of graphics for website use.

Language Efficiency:

- Good command in written and spoken English
- Other ASEM Languages (preferred)

Remuneration

The successful candidate will be offered a monthly salary commensurate with her/his qualifications and work experience. Other applicable benefits include an annual wage supplement, paid leave and medical benefits.

How to Apply

To apply for this position, please submit the following documents via e-mail with the subject **"COM_ITM_Your Full Name"** to hr@asef.org by **Sunday, 13 June 2021**:

- Cover letter detailing the qualities and contributions that you can bring to ASEF
- Curriculum vitae (CV) with your contact details, highlighting your education, work experiences and other qualifications related to the job requirements
- Copy of your passport(s)
- Contact details of 2 referees who can comment about your recent work in a professional capacity; please mention the capacity in which you know them

As we receive a large number of applications, we seek your understanding that only shortlisted applicants will be contacted via e-mail.

ASEF is an employer who does not discriminate against any job applicant or employee based on gender, sexual orientation, disability, age, colour, ethnicity/race, national origin (ancestry), religion (creed), marital status or pregnancy.