

## Job Description

### Overview of Emerging Markets Consulting (EMC)

**EMC** is a strategic management and development consulting firm that brings international best practices to the private and development sectors in Southeast Asia by offering our clients an unparalleled combination of international expertise and extensive local knowledge.

### Overview of IT Support Officer or IT Support Service (Tech Support)

The role of **IT Support Officer or IT Support Service (Tech Support)** is to monitor and maintain the company IT systems, install, and configure hardware and software, and solve technical issues as they arise. The role involves working directly with end users, also with EMC management on longer term development of our IT systems. The role ideally covers both our Cambodia and Lao PDR offices. EMC is committed to best practice in IT systems management, including security, and use of licensed software.

### Overview of EMC IT Environment

**EMC IT Environment** is a Microsoft environment, comprising of PC, networked over standard Wi-Fi. The following are our most commonly used applications:

- SharePoint for knowledge management
- MS365 applications including most frequently Office (Word, Excel, PowerPoint, OneNote, Outlook, Teams, Planner). Other SharePoint apps are used from time to time
- QuickBooks Online for accounting and finance

### Job Vacancy

Position	IT Support Officer or IT Support Service (Tech Support)
Department	Finance, Commercial, and Administration
Location	Cambodia
Type of Employment	Full-time

### Duties and Responsibilities

- Install and configure computer hardware, software, systems, networks, printers, and scanners
- Monitor and maintain computer systems and networks
- Set up accounts for new users
- Provide technical support to End Users across the company (this may be in person or over the phone)
- Liaise with suppliers to procure or repair equipment and software as necessary
- Implement report and bill arrangements with EMC Finance, Commercial and Administration department
- Advise and implement security and ICT policy
- Oversee the deployment and expansion of EMC IT systems in support of our strategic goals
- Understand, respect, and embrace the organization's vision, mission, core beliefs, big picture, team diversity, opinions, and thoughts
- Perform other duties as assigned

### Profile and Qualifications

Minimum Education	<ul style="list-style-type: none"> <li>• Minimum bachelor's degree: Computer Science, Computing, Engineering, or other related fields</li> </ul>
Professional Experience	<ul style="list-style-type: none"> <li>• At least 3 years of relevant experience</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Advanced proficiency in MS Office 365 (Word, Excel, PowerPoint, SharePoint, OneNote, Team, and Outlook)</li> </ul>
Skills and Abilities	<ul style="list-style-type: none"> <li>• Ability to communicate clearly in written and spoken English</li> <li>• Strong interpersonal skills; and be able to work effectively with people at all levels, both internally and externally</li> <li>• Ability to consistently deliver high-quality performance in all aspects of your work</li> </ul>

### Applications

EMC is committed to diversity and inclusion within its workforce and encourages qualified female and male candidates from all religious and ethnic backgrounds, including people with disabilities, to apply.

If individual or firm interested in pursuing a career with international growth opportunities, please submit a CV and cover letter to [recruiting@emc-consulting.asia](mailto:recruiting@emc-consulting.asia), with **“IT Support Officer – Finance, Commercial, and Administration”** or **“IT Support Service (Tech Support) – Finance, Commercial, and Administration”** in the subject line. Only shortlisted candidates will be contacted. For further information, please visit our [EMC Facebook feed](#); [EMC LinkedIn](#) and [visit our website](#).