



World Vegetable Center

Job Announcement

Information Technology Support Associate

Headquarters, Shanhua, Tainan, **Taiwan**

The World Vegetable Center (WorldVeg) is a nonprofit, autonomous international agricultural research center with headquarters in Taiwan and regional offices around the globe. WorldVeg conducts research and development programs that contribute to improved incomes and diets in the developing world through increased production and consumption of nutritious and health-promoting vegetables. For more information about World Vegetable Center, please visit our website: www.worldveg.org.

WorldVeg seeks to recruit a highly skilled and motivated Associate to join the Information Technology Support team at its Headquarters in Shanhua, Tainan, Taiwan. If you possess expertise in computer networks and have relevant technical skills, we encourage you to reach out to us!

This is a nationally recruited position and is open for Taiwanese nationals only.

Key Responsibilities:

IT Operation:

- Maintain computer and server systems in Windows, Linux, and macOS environments to ensure their smooth operation.
- Manage WorldVeg's email user accounts, VPN connectivity, and the user management system (currently Microsoft Active Directory). Provide troubleshooting services in these areas.
- Monitor and manage the antivirus protection system.

IT Service:

- Coordinate with vendors to resolve technical issues with desktop computer hardware, software, and other relevant components.
- Receive, troubleshoot, and resolve inbound user requests about computer/network or related issues in person or over the phone.
- Assist with audio/video conferencing by providing technical support.
- Assist with the evaluation, review, and recommendation for acquisition of hardware and software, and best solutions.
- Manage the creation, maintenance, and delivery of cyber security awareness training for staff.
- Support supervisor with daily tasks.

General:

- Perform any other duties as required by the needs of the Center and as directed by the supervisor.

Required Qualifications:

- Degree: Bachelor in IT or related field
- At least 3 years of work experience
- Excellent troubleshooting and problem-solving skills.
- Good level of English required, spoken, reading, and writing.
- Will be considered as an advantage:
 - In-depth knowledge of Linux: RedHat, CentOS, Debian, etc., or Linux Certifications (RHCT, RHCE, LPIC)
 - Fundamental knowledge and skills of website platforms such as Drupal or WordPress

The Reward: This is a Nationally Recruited Staff (NRS) position with competitive pay and benefits.

The candidate we hire will embody WorldVeg's Five Core Values:

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| 1. <i>Dedication to Innovation and Knowledge Sharing</i> | Supports the conduct of world-class science, respects ethical standards, and is committed to sharing results in a transparent manner. |
| 2. <i>Commitment to Impact</i> | Aspires to achieve positive, tangible, and lasting impact contributing to Sustainable Development Goals. |
| 3. <i>Commitment to Partnerships</i> | Believes in the value of partnerships to advance research for development. |
| 4. <i>Respect for People</i> | Respect the diversity of gender, culture, ethnic origin, religion, age, beliefs, and views. |
| 5. <i>Respect for the Environment</i> | Strives to minimize its environmental impact and to introduce greener technology and practices. |

How to Apply: Applicants should submit a letter of application explaining their suitability for and interest in the position along with a curriculum vitae in English, a recent passport-size photograph, names, and addresses (including telephone/fax/e-mail) of three referees, and date of availability to jobapply@worldveg.org or the job bank site before **16 February 2024**. Please mention the position title in the subject line.