Vacancy

Department:	**Executive Office**
Division:	**Digital Support Unit**
Post:	**IT Administrator**
Classification:	**Professional**
Salary Level:	**A competitive salary and benefit package based on experience are offered**
Term:	**Fixed-term appointment for two years, with the possibility of reappointment at the end of the term conditional upon satisfactory performance and organizational needs.**

The Asian Productivity Organization (APO) is a regional intergovernmental organization comprising 21 members. With a Secretariat located in Tokyo, Japan, the APO contributes to sustainable economic development in the region as guided by its vision for inclusive, innovation-led productivity growth in the Asia-Pacific.

The APO is inviting applications for the position of IT Administrator from qualified individuals with strong qualifications, experience, and the required mindset to join its Secretariat in Tokyo. Applicants must be nationals of APO member economies. Applications from women candidates are encouraged.

I. Duties:

Under the direct supervision of the Senior Officer of the Digital Support Unit (DSU), the IT Administrator is responsible for coordinating, supporting, and management of corporate systems, including the Enterprise Resource Planning (ERP) system, Customer Relationship Management (CRM) system, e-learning platform, and APO websites, in close collaboration with users at all levels throughout the organization and its partners as well as coordinating IT initiatives to ensure the continued effectiveness and efficiency of the Secretariat.

Specific Duties:

1. In compliance with the APO's IT Security Policy and all other related rules, procedures, and internal guidelines, facilitate IT operations of the Secretariat, including providing support in implementing strategic IT initiatives, ERP/CRM systems commissioning, and assist in supporting internal and external partners in project management.

2. Assist in developing new IT strategies, policies, and procedures to strengthen the IT capability of the organization, procuring equipment and software, conducting user requirement studies, identifying problems, evaluating the latest trends, analyzing new solutions, and overseeing system implementation and enhancements.

3. Perform regular administrative operations for SAP/Salesforce/Project Management systems in accordance with operational manuals, including but not limited to managing multiple-user setups, profiles, customization of reports, dashboards, records, and page layouts.

4. Address hardware, software, and user access issues related to the SAP and Salesforce systems, provide level 1 support and triage to the Secretariat's staff and its partners, and process escalated issues appropriately.

5. Diagnose and resolve SAP/Salesforce related issues and tasks firsthand and in collaboration with service providers and vendors.

6. Perform regular event monitoring and performance of SAP/Salesforce systems to ensure secure, smooth, and optimal system operations, monitor IT security policy compliance, and guide users accordingly.

7. Assist in assessing the organizational needs, prepare requirements for e-Learning platform, and support its development in close liaison with developers within deadlines.

8. Administer the Moodle e-Learning platform and keep it updated all the time by uploading and managing new e-courses and maintaining the archived courses properly.

9. Assist in assessing the APO's needs, prepare requirements for APO website and portal, and support its development in close liaison with consultants and developers within tight timelines.

10. Perform content management for e-Learning platform, website, and portal in coordination with relevant internal and external stakeholders.

11. Assist in IT vendors management, including managing service contracts, internal documentation, liaising with relevant parties in accordance with the organizational policies.

12. Develop user manuals, guidelines, training materials, and conduct internal and external users training sessions for knowledge transfer and ensure users are proficient in using the SAP and Salesforce systems.

13. Perform such other duties as may be assigned by the Senior Officer.

II. Minimum Qualifications:

1. Experience:
- A minimum of five years of experience in international organizations, government institutions/agencies, the public sector, or large multinational private corporations in a professional and managerial position(s) in IT.
- Proven ability in ERP and CRM systems management including SAP and Salesforce systems.
- Proven ability to establish effective working relations in a multicultural team environment.
- Experience in SAP and Salesforce systems implementation and their operational management.
- Experience in online content management systems, e-Learning, website, and portal management.

2. Education:
- Advanced university degree (master's degree or equivalent) in computer science, information technology, information systems, or other related fields.
- A first-level university degree in combination with two additional years of qualifying work experience may be accepted in lieu of the advanced university degree.
- Certification or recognized professional qualifications in SAP and Salesforce will be considered an added advantage.

3. Mindset:
- Strategic, innovative thinker with strong analytical abilities.
- Ability to multitask, undertake cross-functional work, and deliver results under tight deadlines.
- Consultative, with a strong teamwork and team-building orientation.
- Attention to quality, accuracy, and detail.

4. Language and Communication:
- Excellent interpersonal, negotiation, and communication skills in multicultural environments and international settings.
- High level of proficiency in both written and spoken English. Fluency in Japanese is an advantage.