

Position Description

IT and Administration Officer



Position Title	IT and Administration Officer
Work Area	Australia Cambodia Partnership for Climate Resilience (ACP4Climate)
Supervisor	Operations and Grants Lead
Location	Phnom Penh

Tetra Tech International Development

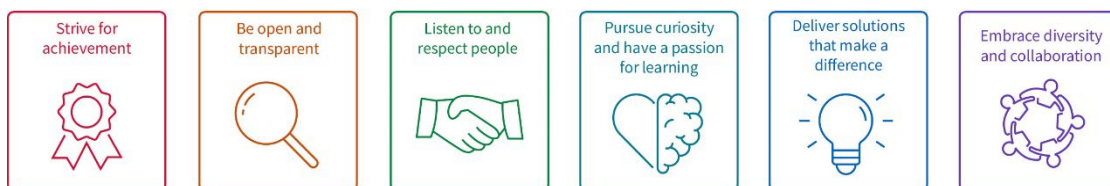
Tetra Tech has a 40-year history in successfully delivering international development projects on behalf of donors right around the world. Our people work side by side with local partners to support stability, economic growth and good governance, positively changing people’s lives.

Tetra Tech International Development is part of global consulting firm Tetra Tech. The International Development team implements and manages projects designed to strengthen social and economic infrastructure and improve the lives of people in the Asia Pacific region.

We welcome applicants of all genders, disabilities, ages, ethnicities, and language group.

Our Values

We are a values-based organisation, and our values reflect who we are and what we stand for, and strengthen our engagement with colleagues, partners and clients through our shared values and behaviours.



Overview of Program

The Australia Cambodia Partnership for Climate Resilience (ACP4Climate) is the flagship climate investment of the Australian Government in Cambodia. Supported by the Australian Department of Foreign Affairs and Trade (DFAT), ACP4Climate helps Cambodia adapt to and reduce vulnerability to climate change through improved integrated water resource management and strengthened community-based resilience.

Tetra Tech International Development implements ACP4Climate in partnership with the Royal Government of Cambodia. ACP4Climate works with government, private sector, and civil society partners to strengthen national and subnational water planning, guide climate-resilient water investments, and scale inclusive and innovative solutions for climate-resilient water management. ACP4Climate works closely with women, persons

with disabilities, Indigenous Peoples, and marginalised groups to ensure that they shape and benefit from improved water governance.

Purpose and Objectives

The Information Technology (IT) and Administration Officer is responsible for supporting the effective, secure, and reliable operation of ACP4Climate's IT systems, office infrastructure, and administrative services across the Phnom Penh office, provincial site offices, and other relevant project locations. The role serves as the key in-country focal point for IT coordination, working closely with Tetra Tech's shared services IT function to support hardware, software, networks, user access, cyber security, systems administration, IT procurement, vendor coordination, and compliance with Tetra Tech International Development's corporate IT requirements.

The objective of the role is to ensure that project staff have the technology, office systems, facilities, assets, and administrative support required to perform their work efficiently and safely. In addition to day-to-day IT troubleshooting and systems support, the Officer contributes to smooth office operations through administration support including asset and inventory management, travel and logistics support, office services coordination, vendor liaison, and maintenance of administrative processes that support program delivery, audit readiness, and operational compliance.

Key Responsibilities

Information Technology

- Act as a focal point that works closely with the Tetra Tech shared services IT function.
- Maintain and support IT infrastructure, including networks, servers, communication technologies, printers, hardware, software and user access across Phnom Penh Office, Field Offices, and other relevant locations.
- Implement and monitor cyber security measures, system reliability, backups and disaster recovery across all IT systems
- Support administration of Microsoft Office Suite, SharePoint, and other management systems.
- Provide IT troubleshooting, technical support, and basic user training to staff across all ACP4Climate locations.
- Support IT-related procurement processes, vendor coordination, and service contract management.
- Work closely with the corporate IT to understand business processes, support standards, corporate initiatives and contribute to improving system efficiency and reliability.
- Maintain a working understanding of how databases, reporting tools, and management information system platforms connect to IT systems to support effective coordination with data roles.
- Perform routine database backups, basic database health checks, and environment support tasks.
- Maintain documentation relating to requests for support, cause of issue, FAQs and research conducted to close tickets.

Administration

- Support the management of day-to-day office operations, systems, facilities and administrative processes to ensure smooth program functioning. This includes ordering stationery, printer consumables, restocking first aid kits, drinking water, Microsoft subscription, and Grab for Business.
- Maintain the records for stationery and beverages, perform stock reconciliation, and initiate requisitions through the procurement process.
- Maintain asset registers and inventory records in accordance with contract and audit requirements, including tracking and updating based upon asset movement.
- Assist in travel arrangements and maintaining the vehicle policies to ensure the staff understand and follow.
- Provide clear induction to drivers on the accurate completion of vehicle log sheets, including records of passengers, fuel refilling, and repair/maintenance.

Key Responsibilities

- Review monthly vehicle log sheets and prepare fuel consumption reports in compliance with Tetra Tech guidelines and policies.
- Initiate and communicate with fuel company to have the corporate agreement and dealing with the company for the proper documentation and invoice
- Arrange and support logistics arrangement for any events, workshops and/or other relevant activities.
- Ensure the safety and security of office premises by means of continuous monitoring and establishing standards, including maintaining first aid supplies.
- Support travel for project staff, consultants, government personnel when required, including booking tickets, accommodations, and travel arrangement.

Selection Criteria

Qualifications

- Tertiary qualification in information technology, computer science, information systems, or a related discipline, or equivalent relevant professional experience.
- Relevant professional certifications (eg, Microsoft Certified, ITIL) is desirable.

Experience

- Minimum of 3 years' experience in an similar position, providing IT support for a busy office environemnt. Experience providing adminisitrative support will is highly desirable.
- Experience supporting donor-funded projects is desirable.
- Experience administering Windows 11, Microsoft Office Suite systems (particularly Office 365), SharePoint, Azure Active Directory, Intune and Adobe products. Working knowledge of Airtable is desirable.
- Experience supporting technical, operations, and finance teams related to IT and administration work

Knowledge and Skills

- Broad IT support skills, including troubleshooting, system administration, and user training.
- Understanding of IT compliance, data protection, and information security requirements.
- Clear written and verbal communication skills with verious cultures and backgrounds, particularly when supporting non-technical users, in both Khmer and English.

Personal Attributes

- Work independently and collaboratively with corporate IT while maintaining focus on support for local operations.
- Detail-oriented, methodical, and organised in approach to systems and processes.
- Strong problem-solving ability, with a focus on delivering practical solutions.
- High level of integrity and commitment to safeguarding data and systems.
- Manage competing priorities effectively.
- Excellent communication ability with a wide variety of stakeholders and across team.

This role is reserved for Cambodian Nationals.

Code of Conduct

In accordance with Tetra Tech's Code of Conduct and Client Service Standards, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

Child Protection

Tetra Tech is committed to protecting the rights of children. We reserve the right to conduct police checks and other screening procedures to ensure a child-safe environment.

Gender Equality, Disability and Social Inclusion

Tetra Tech International Development does not discriminate on the basis of ethnicity, race, colour, religion, disability, sex, sexual orientation, gender identity or expression, national origin, veteran status, marital status, or any other identity. We strongly encourage applications from minoritized groups and promise to ensure our application process is accessible and inclusive.

Preventing Sexual Exploitation, Abuse and Harassment

Tetra Tech has a zero-tolerance approach to sexual exploitation, abuse and harassment ('SEAH'), child abuse and exploitation, modern slavery and safeguarding related retaliation, and this zero-tolerance extends to inaction. Tetra Tech is committed to being a child safe organisation, and to promoting a culture that supports gender equality, and addresses the gendered drivers of violence against women and children. It is committed to fostering a culture where we prevent and respond decisively and appropriately to harm against people, and that all people are treated with dignity and respect, irrespective of country, program, or office where we work. This will require compliance with Tetra Tech's Safeguarding and other Codes of Conduct and our associated safeguarding policies (Child Protection and Child Safety, Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) policy and procedure, and Modern Slavery. Any successful applicants will be required to undertake satisfactory referee and criminal record checks prior to being appointed to any position.

Tetra Tech does not charge money or any kind of fee at any stage of the recruitment process (this includes applications, interviews, meetings, processing, administration, service and training). Tetra Tech will never ask for your sensitive information, such as bank account or other login details, including username or password.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of Tetra Tech International Development.