Part-time IT Support Assistant

Southeast Asian Minister of Education Organization Regional Centre for STEM Education (SEAMEO STEM-ED)

SEAMEO STEM-ED is a regional inter-governmental organization among governments of Southeast Asian countries, hosted by the Government of Thailand, with a mission to uplift the capacity and capabilities in STEM education in Southeast Asia. Through partnerships with our region-wide networks, including SEAMEO member and affiliate countries, public and private institutions, and non-profit educational influencers, SEAMEO STEM-ED affirms our commitment to the advancement of STEM education in Southeast Asia.

To support the Centre's expanding regional partnerships, governance coordination, and resource mobilisation initiatives, SEAMEO STEM-ED invites qualified candidates to apply for the position below.

Position: Part-time IT Support Assistant
Duty Station: Bangkok, Thailand
Application Deadline: **31 August 2026**

Position Summary

The Part-time IT Support Assistant is responsible for providing technical support and maintaining the Centre's information technology systems to ensure the smooth operation of day-to-day office activities and programme implementation. The incumbent will provide scheduled onsite support and on-demand remote assistance for IT equipment, software, network systems, user accounts, and data management.

The incumbent will also provide technical support for meetings, workshops, webinars, hybrid events, and other Centre activities, while maintaining IT documentation, equipment inventories, and system records. In addition, the incumbent will recommend practical and cost-effective improvements to the Centre's IT infrastructure and support the implementation of appropriate technology solutions.

The incumbent will work closely with the Administration Team, the Programme & Development Team, and other staff members to deliver timely, reliable, and user-friendly IT services. The position reports directly to the Administration Manager.

Major Duties and Responsibilities

1. IT System Maintenance and Technical Support

- Perform routine maintenance of IT equipment, including laptops, printers, peripherals, and related systems
- Diagnose and resolve hardware, software, and user-related issues (e.g., MS Office, PDF, connectivity, access)
- Support rented laptops, including troubleshooting Centre's equipment as needed (router, centre-owned laptop, printers) and coordination with vendors
- Maintain and support the Centre's Network-Attached Storage (NAS) system, including storage, access, and backup processes
- Assist with data backup, recovery, transfer, and storage
- Monitor system performance and identify potential risks or security issues

2. Onsite and Remote Support

Provide onsite IT support on a scheduled basis including:

- Provide scheduled onsite support (monthly or bi-monthly, as agreed), including system checks and resolution of pre-identified issues
- Provide on-demand remote support (e.g., phone, email, remote access) as required
- Provide additional onsite support, when necessary, subject to prior agreement

3. User Support

- Act as the point of contact for IT-related issues
- Provide guidance to staff on basic usage and operation of the Centre's equipment
- Provide onboarding support for new staff, including orientation and setup of user accounts, Network-Attached Storage (NAS) access and permissions, printer access, laptop configuration, and removal or updating of accounts associated with former employees.

4. IT Advisory and Documentation

Assess and recommend improvements or upgrades to existing IT systems and infrastructure.

- Assess and recommend improvements to IT systems and infrastructure
- Advise on cost-effective solutions, including procurement of IT equipment
- Support documentation of IT systems, processes, and user guidelines
- Create a database or record to keep track of Centre's accounts and subscriptions (i.e. website server, domains, zoom, etc…)
- Create and maintain a database or record of centre equipment with specific details

5. Event and Programme Support

- Provide it support for the Centre's events, workshops, and meetings with extensive technical requirements such as but not limited to livestreams, hybrid events, in-person workshops and webinars, subject to prior and mutual agreement
- Assist with setup and management of online and hybrid platforms (e.g., Zoom, Teams)
- Ensure smooth audio-visual operation and troubleshoot issues during events

6. Service Modality and Reporting

- Services shall be delivered through a combination of scheduled onsite visits and on-demand remote support
- Maintain a log or timesheet of services rendered, including work outside scheduled visits

7. Other matters

- Compile and organize the files for archiving into proper systems (i.e. filenames, folders, year, programmes)
- Any other assignments as required by the Centre Director.

Qualifications and Experiences:

- Bachelor's degree (or currently pursuing a Master's degree) in Computer Science, Information Technology, Computer Engineering, Information Systems, or a related field.
- Relevant experience in IT technical support, system administration, or help desk services is preferred. Fresh graduates or university students with strong technical skills are also encouraged to apply.
- Sound knowledge of Windows operating systems, Microsoft 365 applications, printers, peripherals, networking, and general hardware troubleshooting.
- Familiarity with cloud storage, Network-Attached Storage (NAS), data backup, user account administration, and remote support tools is an advantage.
- Experience supporting online meeting platforms such as Zoom and Microsoft Teams, including hybrid meetings and webinars.
- Ability to diagnose and resolve hardware, software, and connectivity issues independently and efficiently.
- Knowledge of basic network configuration, Wi-Fi routers, and information security practices.
- Strong organisational skills with the ability to maintain IT asset inventories, user accounts, subscriptions, and technical documentation.

- Good interpersonal and communication skills with a service-oriented mindset and the ability to explain technical matters to non-technical users.
- Ability to work independently, manage multiple tasks, and respond promptly to urgent technical issues.
- Good command of spoken and written English and Thai.

APPLICATION GUIDELINES

Interested candidates are invited to write an Introduction Letter, explaining why you want to work for SEAMEO STEM-ED and why you are qualified for the position, and send your current resume, a completed application form and educational attainment documents to hrm@seameo-stemed.org

SEAMEO STEM-ED reserves the rights to respond only to the applicants in whom the Centre has further interest.

Deadline for applications for the position: Monday, 31 August 2026 at 16.30 hours, Bangkok time.

Contact us:

SEAMEO STEM-ED
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