



The WorldFish Center is a world-class scientific research organization. Our mission is to reduce poverty and hunger by improving fisheries and aquaculture. We have thirteen offices across Africa, Asia and the Pacific and are engaged in collaborative research with our partners in more than 50 countries. The Center is a nonprofit organization and a member of the Consultative Group on International Agricultural Research (CGIAR).

A unique opportunity has arisen for a gifted individual to contribute to the mission of the Center and make a personal impact on the lives of millions of less fortunate people in developing countries around the world. You could be one of the highly competent and motivated individuals to fill the following position:

APPLICATION SUPPORT ASSISTANT

Responsibilities:

- Receiving requests for assistance related to assigned functional areas of the ERP system and prepares appropriate documentation;
- Liaising with users and functional experts in rectifying problems generated at the Help Desk and through various requests;
- Conducting user trainings to transfer knowledge to clients;
- Assisting in the development and generation of reports for the supported application;
- Assisting in the execution of routine activities to operate time tracking system (e.g. setup of complete HR data, planned time, update of allocation table); and
- Providing technical support in the execution of routine activities relating to system administration (e.g. backup monitoring, etc).

Requirements:

- Minimum diploma or preferably degree in Information Technology or related field with at least one year working experience;
- Good working knowledge of in the microsoft environment (e.g. MS Office, Active Directory, MS Access, MS SQL) and file transfer protocol;
- Exposure on HR, SAP, Quickbooks or Crystal Reports is definitely an advantage
- Exposure on software applications, enterprise system applications, systems administration and support;
- Ability to resolve technical problems in a timely manner with the assistance of technical experts, staff, vendors and associated parties;
- Ability to organize, plan and implement work assignments, juggle competing demands and work under pressure of frequent and tight deadlines;
- Strong analytical skills and communication skills; and
- Customer – oriented attitude.

The WorldFish Center offers a competitive remuneration package, a non-discriminatory policy and provides an innovative work environment. Interested applicants are invited to submit a detailed resume that includes a cover letter, names and contacts (telephone, fax, and e-mail address) of three (3) professional referees who are familiar with the candidate's qualifications and work experience via email to worldfish-hr@cgiar.org, no later than **14 November 2008**. This position will be based at the WorldFish's headquarters in Penang. Only short-listed candidates will be notified.