



BAGONG PILIPINAS

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGIONAL OFFICE V
Rizal St., Legazpi City

| JOB VACANCY | |
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| POSITION: | Information Systems Researcher II |
| SALARY: | Php 32,321.00 |
| SALARY GRADE: | 14 |
| STATUS: | Contract of Service |
| CONTRACT DURATION: | March – December 2024 |
| NO. OF VACANCY: | One (1) |
| DUTY STATION: | DILG Regional Office V |
| QUALIFICATIONS: | |
| REQUIRED EDUCATION AND EXPERIENCE | <ul style="list-style-type: none">• Bachelor's Degree in Information Technology, Computer Science, Statistics, or equivalent• Experience in a government is not required but it is a plus• At least 4 hours of relevant training• At least 1 year of experience related to Applications Development and Database Design, Technical Support and Technical Research• Strong written and oral communication is an advantage |
| SKILLS QUALIFICATION STANDARDS | <ul style="list-style-type: none">• Proficiency in using Microsoft Office applications• Knowledge in Applications Development and System Analysis and Design is an advantage• Proficiency in video editing applications |
| SPECIFIC FUNCTIONS AND DUTIES: | |
| <ol style="list-style-type: none">a. Provides direct assistance to the Project Managers in preparing complete staff work to all activities related to Local Government Unit Support Systems;b. Create a comprehensive systems manual and video tutorials that covers all the sub-systems within LGUSSc. Prepare official documentation, letters, presentations (includes AVPs), and other reports as required;d. Serve as a knowledgeable individual and provide training to Local Government Units (LGUs) on how to utilize LGUSS;e. Provides first-level support such as:<ol style="list-style-type: none">i. Managing incoming phone calls and emailsii. Offering fundamental technical support to all clientsiii. Engaging with the end- users and collecting client data related to technical problemsiv. Assisting clients in identifying their technical issuesv. Resolving minor IT problemsvi. Directing clients to higher tiers of IT assistancevii. Coordinating with IT experts to ascertain technical solutionsviii. Generating end- users feedback reportsix. Providing remote assistance to clients across various regions | |



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- x. Carrying out administrative support tasks
- f. Consolidates data and information and translates to accurate report useful for concerned staff and personnel
- g. Contribute substantially through research efforts that have the potential to enhance procedures, systems, or policies related to LGUSS
- h. Coordinates with other units such as DILG Regional Information and Communication Technology Unit (RICTU), partner bureaus and LGUs to resolve problems related to duties as necessary
- i. Provides such other work related to LGUSS as may be required and assigned by the Project Manager and/ or immediate supervisor
- j. Authorized to travel to assist and facilitate the conduct of training, workshop, and seminars.