



**VACANCY**  
**Internal Communications and Office Support**

**Position Title:** Internal Communications and Office Support

**Location:** Jakarta, Indonesia

**Supervisor:** Learning and Development Manager

**Starting date:** As soon as possible

**Salary rate:** Compensation will be commensurate with standard Indonesian rates

**Background**

AJAR is recognised as a centre for excellence for human rights, justice, and accountability, based on solid knowledge and evidence and supported by an international network of respected and committed human rights defenders and victims of violations. Established in 2010 as a non-profit human rights organisation working to prevent and seek justice for human rights violations in the Asia Pacific region, AJAR's mission is to help break the cycles of mass human rights violations. Key contributors to these violations are lack of accountability, impunity, and intolerance.

AJAR's headquarters are in Jakarta and operates a full-time residential training centre in Bali. AJAR aspires to be a learning organisation, linking organisations across the region and beyond and sharing lessons, enabling them to become more effective promoters and defenders of human rights. A key component to achieving AJAR's priorities is developing and implementing a strong communications strategy to increase AJAR's ability to create and implement advocacy, campaigns, and south-south learning programs. AJAR is updating its communications tools and infrastructures to increase integrated communication support with a robust security system that is easy to access and reliable for AJAR's learning and knowledge management.

The organisation seeks Internal Communications and Office Support to realise AJAR's aims and objectives. The candidate will work under the supervision of the Learning and Development (LEAD) Manager and will be required to manage communications tools and infrastructures across AJAR's Asia Pacific program focus.

**Roles and responsibilities:**

- Responsible for providing a broad range of technical support services, and may also evaluate the overall support program regarding in relation to the work of the learning and knowledge management
- Help in developing an improved and comprehensive internal communications mechanisms based on AJAR's up-and-running learning and knowledge management, case and profile database, and integrated data storage system.
- Advise with security issues based on risk profiles of current country teams and programs, and recommend privacy safeguards.

**Detailed tasks include:**

- Help develop and manage the AJAR data storage system (and upcoming internal server), including ensuring the data storage system's health and security;
- Manage and maintain AJAR internal infrastructure requirements, including the configuration of application software, computer hardware, and network file systems;
- Manage and handle AJAR's networking systems and platforms, including website, emails, and

- other platforms as required;
- Provide assessments of the IT processes and tools and make recommendations for improvements, including for procurement;
- Provide repair and troubleshooting, technical guidance, advice, and training to staff members.

**Requirements:**

Personal requirements:

- Well-developed interpersonal skills, comfortable collaborating with others and performing exercises such as onboarding
- Proactive, decisive person with non-profits background or similar work experience;
- A passion for the advancement of universal human rights and the desire for a more just and equal world;
- Patience and the ability to work under pressure to tight deadlines;
- Ability to work both independently and collaboratively (with staff, volunteers and external consultants) across diverse cultures and geographic locations;
- Willing to learn the inner workings of new platforms and applications, especially in the environment of open-source technology.

**Skills and experiences:**

- Bachelor's Degree in computer science, IT, or information systems, or equivalent experience.
- Excellent English language skills, both spoken and written;
- Proven skills and knowledge of information management, computer systems and storage, network servers, and data centres;
- Experience with or knowledge of relevant software, equipment and technologies used in project management and cloud computing applications.

AJAR is committed to diversity and inclusion within its workforce. It encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organisation.

AJAR has a zero-tolerance policy on conduct incompatible with the organisation's policy aims and objectives, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination. All selected candidates will be expected to adhere to these standards and will, therefore, undergo rigorous reference and background checks.

**Application requirements:** Please send your letter of intent (including preferred starting date) and resumé to [contact@asia-ajar.org](mailto:contact@asia-ajar.org). This position will remain open until filled.

***(Only short-listed candidates will be notified)***