

# VSA Assignment Description

<b>Assignment title</b>	Information Technology (IT) Mentor
<b>Country</b>	Timor-Leste
<b>Location</b>	Dili
<b>Partner organisation</b>	Associação Maluk Timor
<b>Duration</b>	One year <i>with the option to extend by mutual agreement (two years preferred)</i>



Sustainable Development Goals

41240

## 1. Assignment goal

Maluk Timor has a fully trained, competent and confident IT officer, as well as strengthened technical skills within the wider team, supporting effective management of the information and technology needs of the organisation.

## 2. Assignment outcomes

### Outcome 1

Maluk Timor (Hub) and selected partner organisations (Spokes) have well-maintained and functional local area networks (LAN) and a secure document sharing system.

#### Outputs

Working closely with the Maluk IT Officer to:

- Establish a local area network (LAN) with an appropriate level of internet service for the needs of the organisation
- Document issues and build capacity to trouble-shoot technical faults
- Establish a secure document sharing system and provide support to staff to access implement this system
- Develop IT network documentation and operating manuals covering all aspects systems operation

### Outcome 2

Maluk Timor and partners have an operational level of IT functionality including optimised internet connectivity, wireless printing, reliable back-up systems and virus protection.

#### Outputs

Work alongside the IT Officer to:

- Optimise a secure internet connection, document and resolve technical faults
- Establish reliable and efficient wireless printing and ensure this information is included in operating manuals
- Develop an efficient system of backing up files
- Install virus protection across on all computers on the network
- Ensure system changes are documented in operational manuals to enable ongoing maintenance of the IT system



### **Outcome 3**

Maluk Timor staff and partner organisation staff have strengthened capacity to confidently operate their computers and effectively contribute to information management with support from the IT Officer

#### **Outputs**

- Assist with training for staff in basic computer care
- Produce instruction guide for basic operation and care
- Basic training on Microsoft office suite programmes
- Maluk and partner organisation laptops are 'health checked' and optimized including removal of unnecessary files, software, viruses and malware etc.

**As needs on the ground may change over time, the volunteer is encouraged to review and update the assignment description on arrival in consultation with the partner organisation and VSA programme manager.**

### **3. Reporting and working relationships**

This assignment has been developed under VSA's innovative hub and spokes model, where a volunteer is based with a 'hub' organisation, in this instance Maluk Timor, who will facilitate the volunteer's work with a number of other organisations or 'spokes'. The aim of this model is to spread the positive impact of a volunteer assignment beyond just one organisation.

The volunteer will work under Maluk Timor's management and administration team, specifically the General Manager. The volunteer will primarily work alongside the locally engaged IT Officer to build their IT skills and knowledge. Regular meetings will be convened to address challenges and new activities as they arise. Although formal reports are not required, the management team may request that the volunteer provide specific reports to assess IT capacity and needs.

The volunteer and Associação Maluk Timor will have an ongoing relationship with the VSA programme manager in terms of assignment monitoring, reporting, professional advice and personal support.

### **4. Capacity building**

The volunteer will work alongside the IT Officer to build his/her skills to establish and maintain an effective IT system. By providing one-on-one training and mentoring the volunteer will help build the individual capacity of the IT Officer. Maluk Timor's organisational capacity will also be enhanced by improvements to IT systems that enable greater productivity and efficiency gains for staff. With Maluk Timor acting as a 'hub' for the volunteer, it is envisioned that the volunteer will have the opportunity to provide similar support to their NGO partners who require IT assistance. The volunteer might want to consider bringing their own computer and any tools that may be required.

### **Person specifications (professional)**

#### **Essential**

- Qualification or relevant experience of ICT systems, and a good general working knowledge of all things IT
- Experience setting up hardware and software (Microsoft Office and Internet), basic computer networks, back-ups, and anti-virus system, for a small- to medium-sized organisation
- Experience in network maintenance and administration
- Experience reviewing and assessing IT systems, policies and training needs and making and implementing recommendations
- Ability to mentor or train staff



## Desirable

- Driving skills, to be able to move easily between partner NGOs
- Teaching and training skills
- Experience in low band width environments

## 5. Person specifications (personal)

### Essential

- Good interpersonal skills
- Robust health and good physical fitness
- Patience and a growth mindset (for encouraging development of skills)
- Self-motivated, able to prioritise tasks and work independently
- Willingness to learn and use Tetun

### Desirable

- A sense of humour
- Motorbike license

## Additional information

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### Residency status

VSA volunteers must be New Zealand citizens or have New Zealand permanent residency status, and currently living in NZ.

### Partner organisation

The volunteer's partner organisation will be Associação Maluk Timor.

### Pre-departure briefing

As part of the volunteer's contract, successful candidates will be required to take part in a pre-departure briefing course run by VSA in Wellington and complete all required pre-reading.

### Final appointment

Final appointment will be subject to satisfactory medical and immigration clearances (costs covered by VSA), partner organisation acceptance, and successful completion of the pre-departure briefing course.

### Family status

VSA supports partners to accompany volunteers on assignments of six months or longer. However; volunteers with accompanying dependents will not be considered for this assignment.

### Fundraising

Volunteers are encouraged to fundraise at least \$1000 with the support of VSA's fundraising team. Accompanying partners are encouraged to raise the same amount. All funds raised will help VSA keep its programmes in action and support future volunteers.

### Vaccination requirements

Potential volunteers are advised that VSA's insurers require volunteers to be inoculated, prior to departure, in accordance with the instructions of VSA's medical adviser. VSA covers the cost of any required vaccinations.

### Vulnerable Children Act

While on assignment, VSA volunteers may be required to work with children and/or may choose to participate in informal activities in their own time that involve interactions with children (such as coaching teams or teaching English). VSA is committed to the protection of vulnerable children and adults, which also includes meeting our commitment under the Vulnerable Children Act 2014.



The information requested during the application process is necessary to assist VSA to determine applicant suitability to work and/or interact regularly with children, and is part of a series of pre-selection checks undertaken on all applicants for VSA assignments.

### **Volunteer package**

The volunteer's package includes the following:

- **Reimbursements and grants**

1. Volunteers will receive an establishment grant of NZ\$750 to help them set up in their country of assignment. For volunteers with an accompanying partner (whether or not that partner is also a VSA volunteer), VSA will pay an establishment grant of NZ\$1,100 per couple.
2. For two year assignments, the volunteer will receive a rest and respite grant of NZ\$1000 on completion of the first year.
3. A resettlement grant of NZ\$200 will be paid for each month the volunteer is on assignment. This is payable on completion of the assignment.
4. The volunteer will receive a monthly living allowance of USD \$935.

- **Accommodation**

Basic, comfortable furnished accommodation will be sourced by VSA. In some circumstances volunteers may be asked to share accommodation.

- **Airfares and baggage allowance**

VSA will provide the volunteer with economy airfares to and from New Zealand for their assignment plus a baggage allowance.

- **Insurance**

VSA will provide travel insurance to cover baggage and personal property, and non-routine medical expenses for the duration of the assignment. Further details of the insurance cover will be provided during the volunteer pre-departure briefing.

- **Utilities**

VSA will reimburse volunteers reasonable expenses for household utilities while on assignment.

**Final terms and conditions relating to the specific volunteer assignment will be confirmed in a personalised volunteer contract prior to departure.**

### **Attachments**

**Appendix 1: Background to the assignment**

**Appendix 2: Living situation**

**Appendix 3: Timor-Leste**



## Appendix 1: Background to the Assignment

### Assignment focus

The focus of the assignment is to engage with a Timorese NGO committed to capacity building in health and empower the progression of that NGO through development of robust and efficient information technology systems.

Timor-Leste is a relatively new country with an underdeveloped information technology sector. The human resources in information technology within the country are also very underdeveloped, and although smartphone usage is very high, there is little technological literacy beyond the use of social media profiles. Email and computer skills are not widely found among Timorese people, even those with university educations. There remains a heavy reliance on internationals (particularly from other parts of Asia) in areas of information technology, which impedes the future growth of Timor-Leste's knowledge professions.

Maluk Timor carries an ethos of developing the capacity and confidence of Timorese (or locally-engaged) people, and though the focus is on health there is a recognition that all members of the team should be mentored and developed. All of our staff need assistance in computer skills – ranging from simple functions like virus protection, backing up of files, installing updates, and operating Microsoft Office platforms up to more sophisticated activities such as archiving and file storage, online document sharing and internet browsing.

This presents an opportunity for a volunteer to work alongside our newly appointed IT Officer and develop his skills, as well as the skills of the wider team.

We recognise that many other NGOs within Timor-Leste face similar challenges with IT, and that a volunteer may be able to assist others as part of a 'hub and spoke' model. Maluk Timor is well positioned to be hub, with a spacious and comfortable central office and large numbers of international volunteers on the team (currently twelve). This provides a positive and supportive working environment for a volunteer, as hosting international volunteers is core business for Maluk Timor's capacity building model.

### Partner organisation

Maluk Timor is a Dili-based NGO that is transforming health care in Timor-Leste's community health centres and outreach so that people get excellent quality care, when and where they need it. It is funded and supported by Maluk Timor Australia, a registered Australian charity. Maluk Timor operates an office employing more than fifty staff, most of whom are involved in computer-based activity. There are significant demands upon printing and internet, as well as data analysis, storage of confidential patient information, and the need for document sharing. At the present time Maluk Timor face many difficulties meeting these needs, and it results in significant loss of performance and output.

Maluk Timor works inside government-run health centres, alongside Timorese health workers, and in close partnership with the Timorese Ministry of Health (MOH). Our goal is to empower health workers and the MOH to build a strong primary health care system that can tackle Timor's greatest health challenges in an effective and sustainable way.

Although we have many different health programs, they are united around this common cause: advancing the quality of health care, together.

We know that great quality primary health care, led by Timorese people, will help to put an end to preventable death and disease, promote lifelong wellbeing and earn the trust of the people of Timor-Leste, especially women and their children.

We work together with Timorese people on programs to:

- Prevent and treat some of Timor's biggest killers – rheumatic heart disease, childhood malnutrition, complications in pregnancy and childbirth, tuberculosis and other infectious diseases
- Address insidious, under-recognised health threats – HIV, dental disease and gender-based violence and discrimination



- Target critical health workforce gaps – train, support and empower doctors, nurses and community workers to give great quality care, and mentor our staff to be health leaders

Our Timorese staff are at the centre of this work because they are the future leaders in Timorese health. By nurturing them, we will have an enduring impact on the health system and future generations.

With 46 locally-engaged staff and twelve international volunteers, Maluk Timor is a vibrant and exciting workplace attempting to make a difference to the future of Timorese health.

### **Working situation**

Maluk Timor's office is currently based in Comoro, a large suburb in the western part of Dili (capital of Timor-Leste). The office is spacious and secure, and well located with respect to the airport, the major shopping complex, and major transport routes.

Many of the staff also work in the field on Ministry of Health sites, but the Finance team are based entirely at the office.

The office has ample onsite parking, four separate toilets, air-conditioning and internet (though like almost everywhere in Timor-Leste, the internet is generally slow and can be unreliable). It is a secure site with walls and gate, with gate staff onsite around the clock. There is a kitchen, and lunches are cooked onsite, provided to staff for \$0.50 per day.

The office generally only operates in normal working hours from Monday to Friday. The office is closed on public holidays and for two weeks over Christmas and New Year.

It is not a clinical site (patients do not attend for consultation) so the risk to staff of infectious diseases is very low. Like many places in Timor-Leste, it doesn't yet have full disability access, and it would be difficult (though not impossible) to accommodate a wheelchair.



## Appendix 2: Living Situation

### Dili

Dili is a long, narrow city bordered by the sea to its north and a line of hills to its south. Dili has a tropical climate and a wet and dry season. The weather is warm to hot year-round with a very high daily humidity level. Dili is a busy, vibrant, noisy, fast-paced city, with evidence of expanding development alongside traditional ways of life, increasing wealth and decreasing evidence of the Indonesian occupation. Contrastingly, ongoing poverty and rising inequality is also evident throughout the city.

A variety of consumer goods and food supplies can be found in the fresh markets and supermarkets however supplies can be intermittent. Restaurants and cafes are plentiful, prices are reasonable, representing a wide culturally diverse population. There are many local eating places (warungs) that offer cheap meals and takeaways. Local markets are a good source for abundant, fresh, local, cheap, mostly organic, fruit and vegetables. New clothing is available, but generally limited to smaller sizes.

Cotton/linen loose modest clothing is suggested as the climate is hot and at times humid. Workplaces generally require professional dress, as in a business setting in New Zealand. There are many street stalls selling second-hand clothes and dress makers and tailors can be found around Dili.

The use of mobile phones is the predominant and preferred mode of communication. There are three telecommunication providers for mobile phones/internet in Timor-Leste. Internet is via 4G hotspot or modem. Phone calls into Timor-Leste from New Zealand are expensive but calls out of Timor-Leste to New Zealand are much cheaper. WhatsApp, Facetime, Skype or other internet based calling apps are the cheapest way to communicate. There is no sea-cable for internet and so all connections are via satellite which can occasionally be very slow.

Volunteers are assisted to purchase SIM cards upon arrival to facilitate ease of regular communications within and outside of Timor-Leste. Pre-pay refill cards (pulsa) are widely available for purchase. VSA has a postbox for incoming mail but since the Singapore flight stopped operating the mail service has been problematic, we do not recommend posting anything. DHL or Fedex are more reliable methods of sending and receiving packages.

Transport by taxi or minibus (microlet) is relatively cheap and easily accessible. Many volunteers choose to buy a bicycle, scooter or motorbike during the course of their assignment. Good quality helmets are not easily available, so bring a NZ safety face protecting helmet. There are many reliable second-hand cars to purchase.

VSA use a private medical company in Dili (Stamford Medical) to provide general consultations, referrals. The Dili National Hospital provides emergency trauma care with support from international NGO, St John of God. VSA's insurance cover provides for treatment of health care including medical conditions, serious illnesses and medical evacuations outside the country, usually to a hospital in Darwin or back to NZ.

Compared to other nearby Asian destinations, accommodation is generally overpriced in Timor-Leste, and can be of very modest quality. Maluk Timor rents a share house (with limited space) to accommodate volunteers. VSA and Maluk Timor will work together to provide suitable accommodation. Accommodation will come with basic furnishing including a fridge and gas cooking rings. Kitchenware and general household items are readily available in Dili and can be purchased by the volunteer from their establishment grant. Air conditioning is often provided, although the electricity supply experiences fairly regular outages (two to four hours at a time), supply has vastly improved in recent years.

Tetun (with over 30 dialects) and Portuguese are Timor-Leste's languages. Bahasa Indonesia is widely spoken. English is becoming very popular to learn, especially amongst young people who are very keen to practise. Volunteers are required to learn basic Tetun for community integration and workplace effectiveness. You will attend 2-3 weeks of Tetun classes as part of your in-country orientation.

## Appendix 3: Timor-Leste



Timor-Leste, a tropical island nation of great natural beauty, provides volunteers with exciting opportunities to work alongside Timorese people in government, the private sector and with local urban and rural NGOs to support the economic, social and environmental development of this new country. VSA was one of the first volunteer programmes to establish a presence in Timor Leste in 2003 and the New Zealand Aid Programme works with Timor-Leste to support the development of a sustainable and growing economy through private sector development, education and training, and security and justice.

If selected, it is recommended that you familiarise yourself with Timor Leste's history. Very briefly, in the 16th century, Timor-Leste was colonized by Portugal and known as Portuguese Timor. During World War II, it was occupied by the Japanese and many Timorese died in the struggle to defeat the Japanese by Allied forces. Portugal effectively abandoned its colony in 1974, and Timor-Leste declared independence in 1975 but was invaded and occupied by Indonesia. The Indonesian occupation was marked by violence and up to one third of the population was lost. In 1999, Indonesia relinquished control of the territory and Timor Leste established independence in 2002.

Today Timor-Leste is one of the world's youngest nation. Timor-Leste is transitioning from a post conflict fragile state to developing nation. Timor-Leste is focused on building its governance and public service delivery, improving and rebuilding infrastructure, reversing economic hardship and poverty, along with improving education and health. However, many Timorese suffer from post-trauma as a result of the 25-year occupation and conflict. As a volunteer you will hear many upsetting stories from the occupation.

New Zealand has a positive and supportive relationship with Timor Leste. The NZ Defence Force supported various stability and security operations in Timor-Leste from 1999 until December 2012. Two NZDF personnel are deployed with the Falintil-Forças de Defesa de Timor-leste (F-FDTL, Timor-Leste Defence Force) providing strategic and logistics advice to the Timorese military. Two police officers based there long-term under the bilateral Timor-Leste Community Policing Programme, and police mentors from New Zealand visit Timor-Leste several times a year. Unfortunately, the majority of New Zealander's only know about Timor Leste's struggle for independence and our military involvement, there is much more to learn. Timor is also a strikingly beautiful island with some of the world's best scuba diving. Tropical beaches, fresh coconuts and impressive mountains (the highest is almost 3000m) mean weekends can be filled with hiking, mountain biking or enjoying the spectacular sunsets over the ocean.

The United Nations Sustainable Development Goals and National Strategic Plan 2030 inform Timor's development objectives. The ratification of a significant number of UN Conventions is enhancing the development of laws and policy. Timor is striving to improve its human rights awareness, the wellbeing of women and children and is starting to deliberate on climate change and environmental sustainability, three cross cutting issues VSA supports.

Poverty rates have dropped from 49.9 percent in 2007 to 41.8 percent in 2014 according to the World Bank. According to the first Integrated Food Security Phase Classification (IPC) Analysis Report released in January 2019, approximately 430,000 people (36 percent) are chronically food insecure, out of which 15 percent are experiencing severe chronic food insecurity (IPC Level 4). The major contributing factors are low agricultural productivity, poor quality and quantity of food consumption, and low value livelihood strategies combined with high dependency on single livelihoods.

The people of Timor Leste are predominantly mixed Malayo-Polynesian and Melanesian/Papuan descent. There is also a large population of people of mixed East Timorese and Portuguese origin called mesticos, and a small Chinese minority. There are numerous ethno-linguistic groups, but the most commonly spoken language is Tetum. In 2019, the estimated population of Timor-Leste is 1.29 million, which ranks 156th in the world. The population is mostly concentrated around Dili, with a population of 234,000. The population of 1.29 million is substantially higher than the 2000 population of just 853,000.

Timor-Leste has a young population (62% under 25) meaning there can often be a lack of experience in key positions in all sectors of the workforce, VSA volunteers are in a good position to work alongside and up-skill these dedicated, optimistic and driven young professionals who are working to rebuild their nation.

## VSA in Timor-Leste



VSA commenced its programme in Timor-Leste in 2003. Volunteers were placed to help build individual and organisational capacity in the agriculture, health and education sectors. At the outbreak of conflict in April 2006, VSA, along with other international development and humanitarian agencies, suspended its programme recalling its volunteers to New Zealand.

VSA returned to Timor-Leste in November 2008 with a focus on strengthening the capacity of Timorese public, private and civil society organisations. This focus supports the wider New Zealand government's Overseas Development Assistance (ODA) objective of supporting sustainable economic growth, human development, law and justice and resilience in developing countries, through MFAT.

Currently, VSA volunteers work with a variety of public, private and civil society organisations based in Dili and will be expanding the area of support into the municipalities. VSA has a Memorandum of Understanding with the Timorese government, which outlines our relationship of supporting capacity building in Timor-Leste.

## General Security

As in other countries, volunteers are required to be security conscious and adhere to the advice of their partner organisations, the VSA Programme Manager and the NZ Embassy in Dili on security matters. If there is a major emergency or should security deteriorate, VSA has established evacuation procedures and volunteers will be fully supported by the field staff in Dili and the NZ Embassy. On arrival in country, the VSA field staff in Dili will go through the ground security measures with volunteers and develop individual security plans.

It remains good practice to secure belongings and valuables out of sight, not to flaunt perceived 'wealth', and to dress appropriately, as sexual harassment can be a risk. Moving about alone at night, or during demonstrations, street rallies and public gatherings should be avoided.

Building relationships and friendships with your Timorese neighbours, local community, and colleagues, all help with having an enjoyable, constructive and safe time in Timor. A smile and attempts at greeting in Tetun go a very long way. Timorese people are extremely welcoming and friendly.

### For more information on Timor-Leste refer to:

- Timor-Leste government website <http://timor-leste.gov.tl/?lang=en>
- Economic overview <http://www.worldbank.org/en/country/timor-leste/overview>
- Development overview [http://www.tl.undp.org/content/timor\\_leste/en/home/countryinfo/](http://www.tl.undp.org/content/timor_leste/en/home/countryinfo/)
- New Zealand Aid Programme in Timor-Leste <https://www.mfat.govt.nz/en/aid-and-development/our-work-in-asia/aid-relationship-with-timor-leste/>
- Timor-Leste's official tourism website <http://www.timorleste.tl>





Map courtesy of [ezilon.com](http://ezilon.com)

