



## **ASEAN-AUSTRALIA DEVELOPMENT COOPERATION PROGRAM (AADCP) PHASE II INVITES APPLICATIONS FOR THE FOLLOWING VACANCY**

### **IT AND REGISTRATION EXPERT**

#### **Background:**

In 2010, the ASEAN Tourism Ministers endorsed the Mutual Recognition Arrangement (MRA) Follow-up Implementation Requirements covering activities to expedite the establishment and implementation of the Mutual Recognition Arrangement on Tourism Professionals (MRA-TP) including the Establishment of its Regional Secretariat. The Regional Secretariat would promote implementation of the MRA-TP by providing support for its operations and management as well as implementation of related projects and activities. The Regional Secretariat would support the MRA through comprehensive and involvement of a range of stakeholders with full-time professional staff dedicated for the work.

Currently, activities to prepare for the establishment of the Regional Secretariat are being managed by the ICT and Tourism Division of the ASEAN Secretariat. These tasks include (1) monitor the progress of signing of the Agreement for the establishment of the Regional Secretariat, (2) development of the ASEAN Tourism Professionals Registration System (ATPRS), (3) support preparation of the convening of an International Conference in mid-2016, and (4) oversee utilisation of the toolboxes development for tourism labour divisions, including training of Master Trainers and Master Assessors.

It is considered necessary to establish an Ad-Hoc team based in Indonesia to implement the abovementioned tasks separately to the ICT & Tourism Division's work, so that all activities and outputs produced under the Division's work can smoothly be transferred to the Regional Secretariat. The IT and Registration Expert shall work in close cooperation and consultation with, and report directly to the ICT & Tourism Division of the ASEAN Secretariat.

ATPRS is a web-based facility that serves as a job-matching platform between the industry and ASEAN Tourism Professionals (ATP), and is envisioned to be a portal that has the following functions, among others, to support full implementation of MRA:

- Registration of ATP (registered by Tourism Professional Certification Board (TPCB) of the ASEAN Member States (AMS), particularly profiles and qualifications);
- Maintain records and information on ATP, including those hired by the industry (employer);
- Provide a platform for matchmaking between ATP and Industry (potential employer);

- Registration of ASEAN certified Master Trainers and Master Assessors;
- Registration of education/training institutions based on MRA; and
- Pool of information on the implementation of MRA with a wide range of online resources, e-learning modules with distance learning facility, communication tools including available toolboxes, ASEAN Common Competency Standards for Tourism Professionals (ACCSTP), Common ASEAN Tourism Curriculum (CATC) and Regional Qualification Framework and Skills Recognition System (RQFSRS) and the ASEAN Tourism Qualification and Equivalent Matrix (ATQEM).

The ASEAN Common Competency Standards for Tourism Professionals (ACCSTP) is a set of required minimum competency standards for tourism professionals, developed by the ASEAN Task Force on Tourism Manpower Development, to ensure effective performance at work. It is the essential mechanism required to ensure effective operation of the MRA.

### **Expected Outputs:**

Throughout the duration of the project, the IT and Registration Expert is expected to deliver the following outputs:

1. Maintain and update the ATPRS, including its manual and user guide, and troubleshooting service;
2. Database of registered ASEAN Tourism Professionals;
3. Database of related stakeholders (master trainers, master assessors, national trainers, national assessors, training and education institutions, certification institutions);
4. Database of MRA-TP references;
5. Consultation/awareness workshop for AMS; and
6. Support the convening of International Conference on MRA-TP.

### **Duties and Responsibilities:**

The following shall cover the duties and responsibilities of the IT and Registration Experts:

1. Maintain and update the ASEAN Tourism Professionals Registration System (ATPRS), develop manual and user guide for ATPRS, provide troubleshooting service;
2. Develop, maintain and update the database of ASEAN Tourism Professionals;
3. Develop, maintain and update the database for master trainers, master assessors, trainers, assessors, training and education institutions, and certification institutions;
4. Develop, maintain and update the database of MRA-TP references, including toolboxes;
5. Publish monthly and annual information on the registry status;
6. Facilitate job-matching between tourism professionals and employers;
7. Ensuring the safety, security and confidentiality of the data; and
8. Report to and provide support as needed by the ATPMC.

## **Competencies and Qualifications:**

### **(a) Professionalism**

- Knowledge of information technology/information management, particularly in in MSSQL Server, MySQL Server and other Relational Database Management System, analysis, database design and programming.
- Knowledge of several high level programming languages especially on Java / J2SE / J2ME programming language, Eclipse software, Tomcat Apache and IIS web service
- Significant exposure to and demonstrated proficiency in all aspects of programming and analysis, including IT Infrastructure, Windows and Linux operating system, database backup mechanism and synchronization, structured/object-oriented design, relational systems, scripting and query languages, document design and management, hardware and software requirements, systems facilities and execution protocols.
- Strong analytical and problem-solving skills, to include proficiency in the development and implementation of systems of moderate size/complexity.
- Knowledge of interactive systems; good knowledge of organization's information infrastructure and IT strategy as it relates to user area(s); independently maintains assigned systems and develops innovative approaches to resolve a wide range of issues/problems.
- Understanding of international and regional issues, and knowledge of and commitment to ASEAN ideals.
- Shows pride in work and in achievements.
- Demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns.
- Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

### **(b) Communication**

- Speaks and writes clearly and effectively.
- Listens to others, correctly interprets messages from others and responds appropriately.
- Asks questions to clarify, and exhibits interest in having two-way communication.
- Tailors language, tone, style and format to match the audience.
- Demonstrates openness in sharing information and keeping people informed.

### **(c) Teamwork**

- Works collaboratively with colleagues to achieve organizational goals.
- Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others.

- Places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position.
- Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

**(d) Planning & Organizing**

- Develops clear goals that are consistent with agreed strategies.
- Identifies priority activities and assignments; adjusts priorities as required.
- Allocates appropriate amount of time and resources for completing work.
- Foresees risks and allows for contingencies when planning.
- Monitors and adjusts plans and actions as necessary.
- Uses time efficiently.

**(e) Stakeholders Orientation**

- Considers all those to whom services are provided to be “stakeholders” and seeks to see things from stakeholders’ point of view.
- Establishes and maintains productive partnerships with stakeholders by gaining their trust and respect.
- Identifies stakeholders’ needs and matches them to appropriate solutions.
- Monitors ongoing developments inside and outside the stakeholders’ environment to keep informed and anticipate problems.
- Keeps stakeholders informed of progress or setbacks in projects.
- Meets timeline for delivery of products or services to stakeholders.

**(f) Work Experience**

- A minimum of five years of progressively responsible experience in planning, design, development, implementation and maintenance of computer information systems or related area.
- Experience in network security, firewalls, Intrusion Detection and Prevention, Access Control, Directory Services, two-factor authentication technologies, wiring standards and best practices, mobile solutions, secure communications and disaster recovery/business continuity environments is required.
- Experience in IT project management including planning, implementing and managing complex information systems is desirable.

**(g) Education**

- Advanced university degree (Master’s degree or equivalent) in computer science, information systems, mathematics, statistics or related field.
- A first-level university degree in combination with additional two years of qualifying experience may be accepted in lieu of the advanced university degree.

**(h) Languages**

- Fluency in English is required.

**Remuneration:**

A salary package will be negotiated commensurable with experience.

**How to apply:**

Send your application to **AADCP II Admin/Personnel, ASEAN Secretariat, 70A Jalan Sisingamangaraja, Jakarta 12110** or email to: [personnel@aadcp2.org](mailto:personnel@aadcp2.org) highlighting your suitability and potential contribution to the position together with a detailed CV, certified true copies of educational certificates obtained, and completed Employment Application Form with recent photograph, which can be downloaded at <http://www.asean.org/opportunities/>. Please indicate on the subject heading: **Application for IT and Registration Expert.**

Application papers should reach the ASEAN Secretariat by **8 April 2016.**

The Selection Committee's decision is final and only shortlisted candidates will be notified.