



Early Dawn Microfinance Company Limited (“DAWN”) is a regulated microfinance institution that currently serves over 200,000 clients in 64 branches in Myanmar. It is a fast-growing Institution with nearly 900 employees, with plans to expand to serve additional segments of clients, with new and better products and services, to introduce innovations based on technology, and with an obvious need for additional departments and positions (www.dawn.com.mm). DAWN is registered under the Ministry of National Planning and Economic Development, and was granted a license by the Financial Regulatory Department to provide financial services to low-income clients as well as to small and medium businesses.

(FOR National STAFF ONLY)

JOB PROFILE

Job Title	: IT Administrative Officer
Location	: Head Office, Yangon
Number of Position	: One
Type of Contract	: Open
Reports to	: IT & Infra Manager
Job Purpose Responsible for providing administrative, operational, and coordination support to the ICT department by maintaining IT records, managing IT assets, coordinating vendors, assisting with budgeting and procurement, tracking service requests, and ensuring compliance with organizational policies and procedures.	
JOB DESCRIPTION ▪ Provide administrative support to the ICT department. ▪ Support communication between ICT teams, business units, and external vendors. ▪ Maintain an accurate inventory of IT assets. ▪ Track asset assignments, transfers, and disposals. ▪ Conduct periodic asset verification and audits. ▪ Ensure compliance with asset management policies. ▪ Assist in preparing annual ICT budgets. ▪ Monitor departmental expenditures and maintain budget records. ▪ Process invoices and verify vendor payments. ▪ Track incident tickets and service performance. ▪ Coordinate user support activities and follow up on unresolved issues. ▪ Create and maintain IT documentation. ▪ Maintain records for audits and compliance reviews. ▪ Support internal and external IT audits.	
PERSON SPECIFICATIONS ▪ Bachelor’s degree in information technology or Bachelor of Science related field. ▪ 2-5 years of experience in IT administration, IT support, office administration, or related roles. ▪ Experience with IT asset management and procurement processes is preferred. ▪ Banking or microfinance experience is an advantage.	
<u>SKILLS AND BEHAVIOURS</u> Technical Skills ▪ IT asset management. ▪ IT procurement processes.	

- Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams).
- Service Desk/Ticketing systems.
- IT documentation and reporting.
- Basic understanding of networks, systems, and information security.

Soft Skills

- Strong communication and organizational skills
- Good documentation and reporting abilities
- Attention to detail
- Teamwork and collaboration

To Apply

Interested and qualified candidates are requested to send an **Application Letter, Curriculum Vitae** to: jobs@dawn.com.mm or Human Resources Department Phone number **09-457750916 (Viber, Telegram)**, No.587, 3rd Floor, The Regency Offices, Pyay Road, 2nd Ward, Kamayut Township, Yangon **not later than 5PM. 24th, Aug, 2026 (Monday)**.

Note: Candidates are also requested to mention in the applications if there is, blood/marriage relationships with the existing DAWN employees and please identify two reference persons. No requirement of photo or copy of certificates and only short-listed candidates will be contacted.