

Job Description & Position Description Questionnaire (JDPDQ)



Please submit an organizational chart to your People & Culture Business Partner along with this JDPDQ.

POSITION INFORMATION

Position/Business Title	Digital Operations Helpdesk (PWD Position - Type 3 Mobility Impairment)		
Manager Name/Title	DTS Manager	Cost Centre/DPC	N0901
Department	Digital Technology & Services	Approved S&B Budget Amount	
History of Position	New	JDPDQ Revision Date	20 May 2026
Preferred Location(s)	Flexible Workstation / Accessible Workplace		

JOB PURPOSE

To support the digital IT operations by efficiently managing service requests and incident tickets, user accounts and access permissions, software licenses, and general user support services. The role ensures smooth, secure, and continuous operations for end users while maintaining compliance with organizational policies, procedures, and technology standards. The position primarily performs duties through digital platforms and computer-based systems, open for persons with physical disabilities.

KEY RESPONSIBILITIES

% of time	Activity	End Results
40%	Ticket Management - Categorize and monitor IT support tickets through the ticketing system (Gabi). - Coordinate with users and relevant teams to resolve incidents and service requests. - Follow up and update ticket status within agreed service timelines (SLA). - Maintain accurate ticket records and support documentation.	Ensure user issues and service requests are handled efficiently, tracked properly, and resolved within service expectations to support smooth business operations.
30%	General Support - Provide general administrative and operational support related to digital services. - Support users with basic system usage and troubleshooting guidance. - Assist in preparing reports, documentation, and operational records. - Support other assigned digital operation activities as appropriate including IT asset data.	Ensure daily digital operation support activities are completed accurately and efficiently to enhance user experience and operational continuity across the organization.

20%	Account Management - Create, update, disable, and maintain user accounts and access permissions. - Support password reset and user authentication requests. - Ensure user access complies with organizational policies and security requirements. - Maintain user account records and access logs	Ensure users have appropriate, secure, and timely access to organizational systems while maintaining compliance with access control and information security standards.
10%	Software & License Management - Maintain software inventory and license records. - Monitor software license usage and renewal schedules. - Coordinate software installation, activation, and removal requests. - Support compliance with software licensing policies.	Ensure software assets and licenses are properly managed, accurately recorded, and utilized in compliance with organizational and vendor requirements.

KNOWLEDGE, SKILL AND EXPERIENCE

Required Education, training, license, registration, and/or Certification	- Diploma or Bachelor's degree in Business Computer, Information Technology, Digital Technology, or related field. - Basic knowledge of IT support services, digital systems, or administrative support functions. - Ability to use computers and digital tools effectively for daily operations. - This position is suitable for persons with physical or mobility disabilities who can perform computer-based tasks independently or with reasonable accommodation. - Possess a valid Person with Disability Identification Card issued by relevant government authorities in accordance with Thai law.
Required Professional Experience	- 0–2 years of experience in IT support, service desk, administrative support, or digital operations support. - Experience in ticketing systems, user account administration, or software support is preferred. - Experience supporting users through email, chat, phone, or remote support tools is an advantage. - Fresh graduates with strong digital skills and willingness to learn are encouraged to apply. - Experience working in a collaborative and service-oriented environment is preferred.
Technical Knowledge and Skills	- Basic understanding of IT service management and support processes. - Ability to use Microsoft 365, Email systems, and collaboration tools. - Basic knowledge of user account and access management. - Ability to maintain records, documentation, and operational reports accurately. - Good communication and coordination skills with service-minded attitude. - Ability to prioritize tasks and manage routine operational activities effectively.

Core competencies	Grow ☐ Demonstrate World Vision’s Christian identity and values with humility and boldness. ☐ Take care of personal well-being and support others to do the same. ☒ Take opportunities to learn, grow, and develop to improve performance. ☒ Model a growth mindset. Collaborate ☐ Relate appropriately with people of different cultures, faiths, and Christian traditions. ☐ Build trusting relationships by treating others with empathy and respect. ☒ Partner effectively with others to make a bigger difference and increase impact. ☒ Support others’ development. Deliver ☐ Use WV’s Christian identity to guide decision-making and action. ☒ Prioritize work goals and actions to deliver results on time. ☒ Show responsibility and reliability in fulfilling work duties. ☒ Focus on what is important. Adapt ☐ Seek God’s guidance during change through prayer and discernment. ☒ Show willingness to change ideas and adapt plans to respond to changing needs and situations. ☒ Seek and discover ways to simplify and improve work tools, processes, and systems. ☒ Sense and respond to changes in the environment.
Required Language(s)	Fluency in Thai and basic English communication (written and spoken).
Required travel and/or work environment accommodations	Primarily performs duties in an office or computer-based working environment and minimal travel may occasionally be required for internal meetings or organizational activities.
Position’s physical requirements	Reasonable accommodations may include accessible workstations, wheelchair-accessible facilities, adaptive equipment, flexible workspace arrangements, or other appropriate support based on individual needs and this position does not require lifting heavy equipment or extensive physical movement.

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KEY WORKING RELATIONSHIPS		
Contact (within WV or outside WV)	Reason for contact	Frequency of contact
DTS Team	Coordinate and support day-to-day IT operations, ticket resolution, account administration, software support, and issue escalation to ensure effective service delivery. Collaborate on user support requirements, operational coordination, and service improvement.	Weekly

Vendors / Service Providers	Coordinate with vendors or service providers regarding software support, license management, service requests, issue follow-up, and operational matters to ensure timely and effective support services.	As needed
All users	Provide support and assistance for system usage, service requests, account-related issues, and basic troubleshooting to ensure smooth and continuous operations.	As needed

DECISION MAKING

Identify and report operational issues, service risks, or system irregularities to supervisors or relevant teams and exercise judgment in handling routine user support inquiries while following established procedures and guidelines.

APPROVALS

Manager Name:	Manager Approval Date: Click or tap to enter a date.
P&C Business Partner Name:	BP Approval Date: Click or tap to enter a date.
P&C Talent Acquisition Partner:	TA Approval Date: Click or tap to enter a date.