



Vacancy Announcement

Job Title: IT Assistant
Band / Level / Grade:
Department: Operations
Supervisor: IT Manager
Location: Ajuong Thok
Overtime Eligible: (per local law)

Approved
21 JAN 2019
21/1/2019



Background/IRC Summary: Founded in 1933, The International Rescue Committee (www.Rescue.org) serves refugees and communities victimized by oppression and violent conflict worldwide. The International Rescue Committee is committed to freedom, human dignity and self-reliance. This commitment is expressed in emergency relief, protection of human rights, post conflict programming, resettlement assistance and advocacy. IRC South Sudan program is currently seeking qualified candidates to fill the below vacant position.

Job Overview/Summary: This position will be primarily responsible with assisting and facilitating the installation and configuration of IT infrastructure, staff training and operations of IT activities in IRC South Sudan office. The IT Assistant will offer 1st and selected 2nd level support to the CP IT team and work closely with the IT Officer, and on request with FC, Operations Coordinator and Regional ICT Director and all program sectors to ensure proper ICT functioning and support.

Major Responsibilities:

IT Support - Provide Level 1 and Level 2 Support

- Work with end-users or Senior IT Officer (or Service Desk) on resolving Level 1 issues in CP
- Resolve or escalate Level 2 and Level 3 issues on request to appropriate internal or external resource (regional/international IT, management, and vendor) as necessary.
- Liaise with various in country Internet Service Providers (ISP) for the purpose of improving the system and resolving any breakdown in internet service provision.
- Ensure that antivirus programs on each machine are updated regularly.
- Work with Helpdesk to create email addresses, update mailing lists, and keep proper tracking of email addresses.

Installation & Configuration and maintenance of:

- Offer systems administrative support to the Servers, Windows server 2008 R2 and Windows server 2016 operating system, Domain and essential network services.
- Desktop/laptop hardware and software, and peripherals, using IRC standard Windows 7 operating system image.
- Local Area Network, wireless network, peer-to-peer or client server architecture, as appropriate.
- Liaise with various in country Internet Service Providers (ISP) for the purpose of improving the Internet service provision and resolving any breakdown in service.
- Provide monitoring reports with information on condition of network and ISPs to Senior ICT Officer to assist with timely upgrades and necessary changes

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Maintenance, Repair & Security:

- Perform preventative maintenance on all IRC computers and network resources.
- Ensure that server backup is done on regular basis and that staff are reminded to do back up before their computers are sent out for repairs. Ensure data security backups protection of the LAN against data corruption
- Work with the IT Officer to update and maintain network documentation to include but not limited to IP address, system access, email creation system, upgrades and changes to original network, etc.
- Diagnose hardware and software faults by questioning clients patiently about a problem and explaining the procedures to them.
- Closely collaborate with International and HQ IT team on helpdesk, connectivity and other in country and global IRC IT projects.
- Provide technical input and support to the Ajuong Thok Office Local Area Network. Ensure proper record keeping of breakdowns, problems and maintenance carried out.
- Any other IT related tasks assigned by the supervisor or Regional IT team to accomplish the overall organizational goals.

Training, Evaluation, & Testing:

- Provide regular user and support staff training, including training on basic care and maintenance of computers and equipment for users which include training IRC staff and guests on the safe handling and general operation of computers and accessories and ensure that all IRC staff are in compliance with IT policies and procedures
- Research and suggest new technology as required by Regional and HQ IT.
- Prepare and submit regular weekly, monthly and trip reports that provide sufficient detail for HQ to understand the country office's computer environment, needs, IT staff availability and skill levels and future plans.

IT Asset Management

- Keep an up-to-date ICT asset register by performing monthly asset verifications for all IT assets in the Ajuong Thok office including Software & licenses.
- Create and maintain IRC computer software/hardware inventory ensuring accuracy.

Policies & Protocols:

- Implement available plans for repair of dysfunctional laptops, desktop computers, photocopiers, printers, etc.
- Implement appropriate protocols for regular maintenance of all IRC computer related equipment.
- Identify through tender process, as per standard IRC policies and procedures, local supply chain for IRC IT requirements in the Region.
- Implement local IT Policy for IRC South Sudan in coordination with IT Manager, Field Coordinator and Operations Coordinator.

Key Working Relationships:

Position Reports to: National IT Officer - Juba

Position directly supervises: None

Indirect Reporting: IT Manager and Regional ICT Director – Cross Border

Other Internal and/or external contacts: describe the nature of departments or groups the position influences or requires support from to accomplish objectives.

Internal: All departments and users

External: IT equipment and supplies vendors, internet service providers

Job Requirements: The requirements should establish a baseline (minimum) for educational background, previous work experience, professional knowledge or certification, specific skills and strengths and any other skill necessary to perform the essential functions of the job.

Education: Diploma in Computer Science or an equivalent

Work Experience: 1 year of IT Support

Demonstrated Skills and Competencies:

- College Diploma in Computer Science or equivalent technical work experience.
- CCNA course desired, MCSE or equivalent experience is a plus.
- At least 1 year experience in IT support.
- Experience installing, configuring and managing both wired and wireless LAN, Wireless Point to Point and firewalls.
- Computer imaging skills required.
- Microsoft office experience required.
- Excellent communication and interpersonal skills required.
- Customer/Client service experience
- Able to work independently within a team environment
- Ability to lift and carry 50 pounds from floor to a standard desktop.
- Traits:
 - Strong sense of personal integrity.
 - Strong sense of ownership to assigned tasks.
 - Attention to detail.
 - Strong supervisory skills.
 - Ability to multi-task.
 - Team spirit and problem solving abilities.
 - Commitment to succeed
 - High sense of urgency
 - Strong follow-up skills

- Ability to prioritize task.

Language Skills: Fluency in English (written and spoken) is required and Arabic Language is Preferred.

The IRC and IRC workers must adhere to the values and principles outlined in *IRC Way - Standards for Professional Conduct*. These are Integrity, Service, and Accountability. In accordance with these values, the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation.

The position is for a **SOUTH SUDANESE NATIONAL WITH ALL REQUIRED NATIONAL DOCUMENTS**.

How to Apply:

Interested applicants should submit a updated **CV with 3 references** (please indicate referees telephone number and email address) and copies of academic and training certificates, a copy of official **ID and day time telephone contact** addressing it to the Human Resources Department , IRC South Sudan and email the above documents to **SS-HR@Rescue.org** .

Alternatively, applications can be hand-delivered to IRC field offices including Ajuong Thok Field Office/Jamjang and Head office in Juba.

Deadline for submission: 7th /February/2019 by 5:30PM.

NOTE: Only short listed candidates will be contacted and attach photocopies only while original will be asked at the interview panel and all the photocopies will remain the property of IRC.

PLEASE REMEMBER TO CLEARLY INDICATE THE POSITION YOUR APPLYING FOR ON THE ENVELOP (Hand Delivery)/SUBJECT (Email).