Our Vision for every Child, Life in all its Fullness; Our Prayer for every heart, the will to make it so
Building Brighter Futures for Vulnerable Children

JOB OPPORTUNITY

World Vision is a Christian Relief, Development and Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is conditioned upon successful completion of all applicable background checks, including criminal record checks where possible.

World Vision South Sudan is now seeking for a qualified and dynamic Individuals **(Man or Woman)** who are willing to share in our vision and promise to Children, to join us in the role below:

'Female applicants are highly encouraged to apply'

Job title:	**Information Technology & Communication (ICT) Manager**
Reporting to:	**Finance & Support Services Director**
Location:	**Juba, National Office**
Availability:	**As soon as possible**

Purpose of the position:

To provide strategic leadership on information & communication technologies (ICT) innovation and establish information management as a Critical Success Factor in all World Vision business processes.

Major Roles and Responsibilities of ICT Manager

- ➢ **Leadership / Engagement**
- Pursue and build an effective relationship with Management to ensure overall effective ICT service delivery within WVSS
- Stay connected to the broader WVIT organization.
- Work with various stake holders to understand new business requirements in alignment with the demand management process.
- ➢ **Implementation of Initiatives/Projects**
- Ensure the smooth implementation of partnership initiatives according to AOP; adhering to WVIT standards and policies.
- Lead all IT projects ensuring that acceptable project management methodology is applied and that projects are rolled out within the agreed timeframe and budget limits. This will include but is not limited to:
- a) Provide the team with a vision of the project objectives
- b) Ensure deliverables are prepared to satisfy the project requirements, cost and schedule
- c) Assure that the team addresses all relevant issues within the specifications and various standards

d) Provide necessary business information and help keep the team focused and on track
- Support other Global initiatives that require ICT support
- ➢ **Service Management**
- Incident Management processes are implemented and managed according to SLA's.
- IT Operational policies and processes are adopted and implemented
- Implementation of Backup in Juba and field locations.
- Leverage the Global IT Service Catalogue, align services offered and socialize with business.
- ➢ **Information Security**
- Ensure existing information security procedures are followed e.g. InfoSec training.
- Ensure reports of breach are resolved in a timely manner.
- Constantly review internal systems for security gaps.
- ➢ **Coaching and mentoring**
- Build the competency and capacity of the IT staff
- Develop a team approach within the Department
- ➢ **ICT service delivery**
- Develop and Monitor KPIs for the ICT function
- Ensure that there is sufficient skill sets to provide and support ICT services to the organization.
- Maintain an ICT help desk for the use of staff or official visitors who require technical support.
- Manage the introduction of structured end-user capacity building to ensure optimal and efficient use of all the ICT system/tools available to the organization.

Qualifications: Education/Knowledge/Technical Skills and Experience

The following may be acquired through a combination of formal or self-education, prior experience or on-the-job training:

- Bachelor's Degree in Computer Science, Information Technology, Electrical and Electronic Engineer or other related specialized training, or equivalent work experience.
- Typically requires **5 or more** years of working experience; 2 of which have been in the capacity of managing an ICT Department in a busy environment.
- Technical certification in one or more IT disciplines or technology. E.g. Microsoft Certified Systems Engineer. Cisco Certified Network Associate, ITIL, etc.
- Working knowledge of Lotus Notes Administration and Internet systems. IBM Certified Professional. Lotus Notes/Domino Administration will be an added advantage.
- Good communication skills and articulate both verbally and in the written word.
- Good problem solving and analytical skills; and good people management skills and experience.
- Ability to relate technical issues to a largely non-technical audience (business/ministry).
- Ability to function in high security risk situations including travel to within and outside the country for work assignments.

World Vision South Sudan is willing to pay a competitive salary and benefits to the right candidate.

HOW TO APPLY

Interested candidates **(South Sudanese Nationals)** who meet the above criteria should submit their application, cover letter and an updated CV with at least three referees with their telephone and email contacts. Address your application to: **The Human Resource Manager, World Vision South Sudan**

Indicate the position you're applying for in the subject line.

Applications should be submitted to this email **recruitsdno@wvi.org** or drop to the locations indicated above.

Closing date for receiving applications is: 10th July 2018

Please note that only shortlisted candidates shall be contacted and documents once submitted will not be returned to the candidates.