

Vacancy Announcement



Job Title: Senior IT Officer
Band / Level / Grade:
Department: IT
Supervisor: Operations Coordinator
Location: Juba
Overtime Eligible: (per local law)



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 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.

Job Overview/Summary: The IT Department supports the organization's work by providing reliable and scalable applications and infrastructure of the IRC's offices in the US and around the world, including many technologically challenging locations. An integral component of this effort is ensuring that Country Programs have the capacity to implement and support these IT initiatives effectively across the country offices and in the field sites.

Reporting to the Operations coordinator the senior IT officer will provide quality leadership and oversight of all IRC Country Office IT service functions, including assisting and facilitating the installation, configuration, staff training and operations support. A key aspect of this role is ensuring all technology implementations in-country conforms to the global IT policies and procedures hence working closely with the Regional IT director (RITD) is vital. Another key aspect of this role will be to establish an open channel to different working groups across the country program to ensure business needs are met and IT concerns are being addressed in a timely fashion.

SPECIFIC RESPONSIBILITIES:

The responsibilities of the senior IT officer include but are not limited to the following:

MAIN DUTIES:

- Work in close collaboration with RITD to ensure all IT updates are shared and timely guidance is sought
- Interact with Programs, Operations and field offices to ensure understanding of business needs and efficient support is delivered
- Work with field office IT staff and Field Coordinators to ensure timely delivery of IT project activities and resolution of IT issues.
- Provide sound advice to senior management for decision making, technical guidance, and support to staff in initiatives related to (ICT4P)
- Conduct relevant training sessions to ensure that staff possess the knowledge and skills commensurate with their responsibilities specially in using the technologies being implemented in IRC.
- Manage installation, configuration, maintenance, repair, security and documentation of local area networks, servers, desktop/laptop computers, communication resources and other office equipment

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- In consultation with the RITD, test and evaluate new technologies that will improve IT support processes in country and region.
- Investigate local Internet connectivity options to connect CP offices through VPNs and obtain adequate bandwidth for Intranet and application connectivity.
- Implement and manage backup solutions for office/individual users as per IRC IT recommendations and provide the necessary training on the use of these back-up solutions.
- Help ensure successful implementation of IRC IT global initiatives and policies.
- Creation of a country IT strategy plan to improve the IT state of the country program in line with Global IT strategy focused on SMART objectives measured every quarter.
- Participate in CO management meetings, grants and proposal sessions to lobby and advocate for IT initiatives in line with the set roadmap.
- Enforce network security policies, Maintain firewall rules and perform regular security sweeps for new vulnerabilities
- Microsoft Office support, Active Directory Maintenance, VMware, Windows server 2016R2 logging of problems in Service-Now IRC IT enterprise ticketing helpdesk system; Kenya mailing list management
- Specialized application installation and support – Integra rollout, Box, Sun Systems, BVA, Workday, Rescuenet, payroll software's.
- Verify and provide technical consultancy to procurement in regards to purchasing spare parts for IT equipment and ensuring equipment purchased are of the right specifications and conform to the IRC standard specifications
- Participate in the annual budget planning and ensure allocation for the necessary IT investments to acquire the required infrastructure that corresponds to the business needs
- Act as the IT Lead for country office program
- Maintain staff by recruiting, selecting, orienting, and training; accomplish IT staff results by communicating job expectations; planning, monitoring, and appraising job results.
- Perform other duties as directed by the operations coordinator

Qualifications, Skills and Experience:

Education:

- BSc in Computer Science or equivalent
- 2-3 years of relevant experience with NGOs or international organizations
- Experience working with the following software: Professional, Windows 7/10, MS Office 2007 /2013/2016+ , Sophos Anti-Virus
- Experience with following technologies: LAN, WAN , VSAT [C and KU band], VSAT installer certification preferred
 - Must be able to work with limited supervision and exercise independent judgment in problem solving
 - 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**

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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 /May/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).

