

INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT
Vacancy No: MBN/2017/5/12/17

Who we are?

The Danish Refugee Council (DRC) is a private, independent, humanitarian organization founded in 1956 currently working on all aspects of the refugee cause in more than twenty five countries throughout the world. The aim of DRC is to protect refugees and internally displaced persons (IDPs) against persecution and to promote durable solutions to the problems of forced migration, on the basis of humanitarian principles and human rights. DRC works in accordance with the UN Conventions on Refugees and the Code of Conduct for the ICRC and NGOs in Disaster Relief.

The protection and assistance to conflict affected population is provided within a long-term, regional and rights-based approach in order to constitute a coherent and effective response to the challenges posed by today's conflicts. Assistance consists of relief and other humanitarian aid, rehabilitation, support to return and repatriation as well as promotion of long-term solutions to displacement and its causes. In addition, support and capacity building of local and national authorities and NGOs form an integral part of DRC's work.

Country and Project Background:

The Danish Refugee Council/Danish Demining Group (DRC-DDG) has been working in Sudan since 2004 and was subsequently present in South Sudan when it gained independence in 2011. DRC-DDG South Sudan programme's current focus is on supporting forcibly displaced and conflict-affected people, including refugees, internally displaced persons (IDPs) and returnees, to access their rights in a safe and secure environment. Currently DRC-DDG is operational in greater Equatoria, Unity and Upper Nile States. Currently the South Sudan Programme works in 5 field locations and expects to be a roughly \$30m+ programme in 2015, working in the sectors of Camp Coordination and Camp Management, Protection, Shelter/NFI, and Food Security and Livelihoods and Demining.

DRC-DDG Seeks to Recruit:-

Position Title:	Junior Officer- ICT
Report to:	Logistics Manager
Duty Station:	Maban
Contract Type	Fixed-term with possibility of extension depend on funding availability
Employment Start Date:	As soon as Possible
Salary	According to DRC DDG Salary policy - non negotiable
Advertisement Closing Deadline	30 th April 2018



Purpose of the post:

Junior Officer ICT will be primarily responsible with assisting and facilitating the installation and configuration of IT infrastructure, and responsible for planning, development and implementation of hardware, software applications, programming and systems network & integration of a management information system, staff training and operations of IT activities in DRC Maban office. The Junior Officer ICT will work closely with the Logistics Manager, Senior ICT Officer Juba office and with all program sectors to ensure proper ICT functioning and support.

Responsibilities and Tasks

- Function as the main point of contact for ICT related issues in the use of computers, software and other communication equipment
- Design, develop and maintain computer networks
- Provide technical advisory services in relation to new networking or appropriate technology for office use
- Troubleshoot/diagnose problems and react accordingly
- Advise and instruct staff (users) on IT best practices, internet and e-mail usage and appropriate course of action where problems are encountered
- Perform preventative maintenance services of all computers, equipment, network resources and peripherals as needed. And put a maintenance schedule for all computer hardware, and escalations to Maban.
- Ensure that server backup is done on regular basis. Ensure data security backups and protection of the LAN against data corruption.
- Ensure that antivirus programs on each machine is installed and updated regularly.
- Work closely with Helpdesk to create email addresses, update mailing lists, and keep proper tracking of email addresses. Installation, Configuration and maintenance, resolving user logons issues, mapping drives, wireless internet password
- Local Area Network, wireless network, peer-to-peer or client server architecture, as appropriate.
- Send monitoring reports with information on condition of network and ISPs to the Senior Officer ICT Juba to assist with timely upgrades and necessary changes
- Assist users to setup up for meeting i.e. projector, speaker, laptops, and cables as request by user
- Support release of information relating to systems upgrades and changes to processes
- Setup and support office computer networks, printers, perform basic diagnostic routines and escalations to ISPs
- Provide regular user and support staff training, including training on basic care and maintenance of computers and equipment for users on the safe handling and general operation of computers and accessories and ensure that all DRC staff are in compliance with IT policies and procedures
- Keep an up-to-date ICT asset register by performing monthly asset verifications for all IT assets in Maban office including Software & licenses and consumables.

PERSON SPECIFICATION

Qualifications and Experience



- At least 3 years' experience in an INGO in a busy IT support environment
- Experience of working with networked computing systems/windows TCP/IP networking experience
- Knowledge of and competence in Microsoft operating system
- High level of hardware/software trouble shooting experience
- Able to work under harsh and extreme conditions, good judgment and problem solving skills
- Demonstrate a customer-focused, motivated and pro-active approach to work
- Strong planning, organization and problem solving skills with ability to work hands-on, independently, and within team in a difficult work environment

Education:

- Bachelor's degree in Information Technology or other related field from a recognized institution/University

Languages:

- Excellent communication skills in English language both written and spoken, and knowledge of basic Arabic

How to apply

Please send a covering letter outlining how your skills and experience meets the Person Specification along with your CV to Human Resources Department through jobs.southsudan@drc-ssudan.org OR submit your hard copy application to the Human Resources Department to the attention of **HR Officer** in the following location

1. Juba Office located along Addis Ababa Road, opposite NPA Mine Action Main Office
2. Maban Office on the Main road behind MSF Compound in Maban County or Email hrofficer.maban@drc-ssudan.org your application with the subject line "**Junior Officer-ICT**"

Further information

Please note, as this positions is urgent, applicants may be shortlisted and interviewed prior to the closing date.

We appreciate your application however, only short listed candidates will be contacted for interview. If you have not been contacted within two weeks of the closing date we regret that your application has been unsuccessful. Please continue, however, to periodically review our website, South Sudan NGO Forum website <http://comms.southsudanngoforum.org/> for other suitable opportunities.

