



**CATHOLIC RELIEF SERVICES SOUTH SUDAN PROGRAM  
(RFSP)**

**JOB ADVERTISEMENT**

**Title** : Senior ICT Officer  
**Location** : Bor  
**Department** : Operation  
**Report to** : Support Unit Manager or Designee  
**Supervisory** : IT Officers



Catholic Relief Services is a global non-governmental Christian humanitarian and development organization with a special focus serving the needs of disadvantaged populations to ensure that the dignity of the human person is maintained regardless of race, religion, gender or color.

Catholic Relief Service (CRS) South Sudan program is implementing the **Resilience Food Security Program (RFSP)** in Bor, Uror (Yuai), Pibor, Duk, and Twic East.

**PURPOSE OF THE POSITIONS**

Ensures the overall coordination, day-to-day ICT functions of CRS in Greater Jonglei in coordination with the country program ICT team. Analyze and anticipate operational and programmatic ICT service needs and challenges and introduce cost-effective technology improvement solutions in accordance with established policies and procedures. Manage the Bor based IT team to provide user support to all CRS staff in Bor, Twic East, Duk, Pibor and Uror. Assess computer and other ICT equipment (printers, tablets, etc.) working conditions, recommend solutions and repair when reasonable. Oversee the installation and maintenance of hardware and software. Ensure compliance with all CRS IT protocols on computer use, upgrades of software and malware protection and internet access and use. Monitor CRS's ISP service and functionality. Manage the CRS field internet network, including VSATs and oversee the back-up systems for data and servers. Supervise the tracking of inventory and recommend on equipment replacement, renewal, technical support and training.

**KEY RESPONSIBILITIES:**

- Supervise the installation, configuration, maintenance, availability and security of the CRS ICT infrastructure and network in Bor Pibor, Twic East, Duk and Uror. Ensure the reliability of backup systems to provide ongoing ICT services in all locations.
- Evaluate user needs and system functionality and ensure that ICT facilities and user devices meet these needs. Supervise the IT team in Bor to ensure timely and quality service delivery, technical support, and advice to user requests.
- Coordinate with procurement to ensure ICT purchases are in line with CRS standards and in compliance with donor requirements. Provide strategic guidance and input to budget development with regard to ICT-related expenses.
- Monitor ICT systems operations in all CRS locations in terms of functionality, security and service delivery and report on challenges and break-downs;

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- Coordinate with the Stores and Inventory team to ensure a complete and put to date inventory of ICT equipment, hardware, and software is maintained. Monitor functionality, anticipate supply needs and alert management;
- Schedule and undertake IT team visits to all field locations to provide support and training to field managers and staff on ensuring good stewardship and efficient use of CRS ICT resources.
- Supervise the IT team in providing technical support and trouble-shooting for CRS program and commodity databases;
- Identify and implement solutions for internet access for Bor staff guest houses and for field staff in remote locations;
- Monitor ICT system operation and implement measures to ensure consistency in service delivery against established policies, procedures, and service standards.
- Organize and deliver capacity building (training, coaching, on-the-job support) to CRS field staff in all ICT-related areas.

**Scope:**

- Supervise two IT officers and VSAT networks in six field locations.

**AGENCY-WIDE COMPETENCIES (for all CRS Staff)**

These are rooted in the mission, values, and principles of CRS and used by each staff member to fulfill his or her responsibilities and to achieve the desired results.

- Serves with Integrity
- Models Stewardship
- Cultivates Constructive Relationships
- Promotes Learning

**Competencies Relevant for the Specific Position (include those that are applicable):**

**MEAL Competencies for the Position:**

- MEAL in Design: Competency level 1
- Monitoring: Competency level 2
- Evaluation: Competency level 1
- Accountability: Competency level 2
- Learning: Competency level 1
- Analysis & Critical Thinking: Competency level 1
- ICT for MEAL: Competency level 2
- MEAL in Management: Competency level 1



**QUALIFICATIONS:**

- Post graduate qualification in any ICT-related discipline;
- Minimum of five years of progressively responsible professional ICT experience.
- Experience in introduction, design, implementation, and adoption of ICT and data management tools.



- Demonstrated proficiency in management of network/server software and hardware devices and platforms.
- Demonstrated proficiency in ICT security and system protection;
- Experience in training non-ICT staff in system use and trouble-shooting;
- Supervisory and team management skills;
- Strong relationship management skills. Ability to relate to people at all levels internally and externally with a strong client-service focus.
- Strong organizational and administration skills;
- Good communication skills and the capacity to communicate technical concepts to non-technical colleagues;
- Good communication skills in English, both oral written

**Essential travel**

- Regular field travel to Twic East, Duk, Uror and Pibor is required

Non-refundable application letters and CVs together with the names of three professional referees, should reach the undersigned not later than **Monday, September 18, 2017**. Only short-listed candidates will be contacted.

**Human Resources Manager ([Deng.John@crs.org](mailto:Deng.John@crs.org))**

Catholic Relief Services –

South Sudan program, Juba Office (or drop at the CRS Bor Office)

Or

**Deputy Human Resources Manager ([Peter.Awan@crs.org](mailto:Peter.Awan@crs.org))**

Catholic Relief Services- Jonglei State

Bor Office

CRS South Sudan Program is an equal-opportunity employer. In making employment decisions it does not discriminate on the basis of gender, ethnicity, religion or political affiliation.

Approved



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05/09/2017