



*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 AT WORLD VISION SOUTH SUDAN**

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 following role(s):

**Job title:** Assistance Information & Communication Technology (ICT) Officer  
**Reporting to:** Zonal ICT Officer  
**Location:** Aweil East - Malualkon

### **Purpose of the position:**

The position is to support the rollout of Food Assistance systems such as Last Mile Mobile Solution (LMMS), LESS (WFP new warehouse system) and offer basic IT support services to users, while undertaking administrative tasks related to Field IT.

### **Major Roles and Responsibilities:**

#### **Provision of IT Support Services to End-Users in the field. This includes:**

- Support the rollout of LMMS and LESS systems
- Provision of first-level IT Help-Desk Services to users
- In conjunction with the Zonal ICT Officer, conduct installation, configuration, servicing and maintenance of field IT equipment, and training of national staff
- Maintenance of the IT Assets and Consumables databases
- Assisting the IT Help-Desk Administrator in supporting at least one core application

#### **Detailed Responsibilities:**

- Provide first-level IT support services: troubleshooting and resolving end-users IT issues
- Maintain the IT assets register for field equipment; update the register whenever Field IT assets are received, issued or transferred from one location to another
- Track all IT equipment that are out for repair, and informing Customers (on a weekly basis) of the status of their equipment repair
- Assist in undertaking quarterly inventorying of Field IT equipment



- Assist in planning for IT consumables for ones Region of jurisdiction
- Assist in undertaking the following:
  - Installing and configuring Field IT equipment (desktops, printers, photocopiers)
  - Regular/Monthly servicing and maintenance of Field IT equipment, which will include: cleaning and blowing dust; anti-virus update and scanning
  - Installing and setting-up software applications in Field computers
  - Training National staff on computer basics and applications
  - Ensuring that only authorized people can access the office network facilities

**Qualifications: Education/Knowledge/Technical Skills and Experience**

- A Degree and or a Diploma (*with 3 years hand-on experience*) in computer science, information technologies or telecommunications technologies with at least 2 years working experience in related field. A bachelor degree in related field will be an added advantage
- Good knowledge of, and experience in computer hardware installation, configuration, troubleshooting and repair
- Good working knowledge of LMMS, LESS, Microsoft Office, specifically Microsoft Word and Excel
- Fair understanding of Telecommunications Technologies (HF and VHF Radio, Satellite/VSAT, Wireless, and Telecommunications Cable technologies)
- Good inter-personal skills. Must be able to work in a multi-cultural environment
- Customer-focused. Must demonstrate a strong willingness to meet the customer's needs while balancing the organization's needs
- Excellent communication skills, both verbal and written, as well as negotiation and administrative abilities.
- Well-developed interpersonal skills with ability to build personal relationships with the teams and support offices.
- Ability to exhibit exemplary lifestyle as interpreted in specific local cultural context.
- Excellent work experience in training facilitation, mentoring and capacity development
- South Sudanese Nationals only.

**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**

**Qualified female candidates are particularly encouraged to apply**

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

Applications should be submitted to **this email [recruitsdno@wvi.org](mailto:recruitsdno@wvi.org) or Hand delivery to the National office in Juba and/or any field offices.**

**Closing date for receiving applications is 3<sup>rd</sup> May, 2019.**

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



*Office of Labour,  
East state- w/vi*