



Internews
Local voices. Global change.

**Internews Network
Job Description**

SD.H.S

Position: **IT Support Officer**
Reports to: **IT Manager**
Location: **Juba, South Sudan**
Date Advertised: **July 14, 2017**
Deadline: **August 11, 2017**



Handwritten signature and date: 14/7/2017

BACKGROUND

Internews is an International media development organization based in Acata, CA and Washington, DC whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect and the means to make their voices heard.

Internews has been working in South Sudan since 2006 to establish community radio stations across the country, and to train South Sudanese Journalists to operate them. We also implement other activities across the sector, including actively working to meet the critical information needs of the South Sudanese communities who have been impacted by the recent conflict.

JOB SUMMARY & PURPOSE

Working closely with the IT Manager, primarily tasked with supporting and providing system users with first line IT support as well as system operational support. A good team player, who will work co-operatively and proactively as well as being comfortable working with challenging deadlines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

ICT Support

- Provide first point of IT Support contact for all Internews staff across South Sudan
- Ensure system and data security is maintained at a high standard and that the integrity of the Internews network is not compromised.
- Troubleshoot system and network problems.
- Diagnose and solve hardware or software faults.
- Create, change, and delete user accounts per request.
- Expedite the repair of hardware faults and software configuration problems in a timely manner.
- Monitor performance of Internews IT systems and network, including VSAT services, to ensure issues are appropriately escalated and resolved.
- Maintain the office multi-user computer network.
- Regularly review and evaluate office and users equipment and recommend replacement, enhancement and repair as applicable.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT department.
- Maintain and develop excellent working relationships with all the staff, in a professional and appropriate manner.
- Assist with ongoing development of related departmental policies and procedures, including appropriate controls.



- Implement help desk tools/solutions in line with user requirements and develop necessary measures to prevent frequently occurring outages.
- Any other duties as assigned by the IT Manager

ICT Equipment

- Deploy PCs and associated peripherals including new installations and redeploy existing equipment as necessary.
- Perform preventive maintenance duties on ICT equipment.
- Install and configure operating systems to an agreed standard.
- Install and configure authorized software to an agreed standard.
- Maintain the existing ICT equipment, by performing upgrades, new installations and carrying out routine procedures.
- Compile and maintain an accurate inventory of hardware and software

ESSENTIAL SKILLS AND EXPERIENCE:

- Higher diploma in Information Technology preferred.
- Bachelor's Degree in Information Technology/ Computer Science or relevant qualification from a recognized institution will be an added advantage.
- Minimum 3 years of experience in a similar position.
- Demonstrate exposure on basic professional knowledge of networking, internet technologies, office applications, and common hardware and peripherals.
- Display confidence when dealing with staff, with well-developed written and verbal communication skills.
- Ability to investigate issues and requirements and identify and prioritize appropriate solutions.
- Capable of working well under pressure
- Enthusiasm to continue learning
- Good Interpersonal and communication skills
- Ability to manage and prioritize own workload and work independently.
- Integrity and commitment to producing results
- Self-driven and results oriented
- Ability to maintain detailed and accurate records.
- Offer assistance to other employees in use of various technologies.
- Ability to work effectively under pressure
- Ability to work both independently or in a teams
- Willingness to travel to and work in field locations
- South Sudanese nationality required

How to Apply:

1. Email your application to **job-southsudan@INTERNEWS.ORG** or submit a hardcopy to Internews Office:
 - a. Internews office is located on Hai Cinema Road in between Etihad motorways and Keren Restaurant. There is large grey wall with a Warrior and Internews sign in front. The exact address is Plot 49, Block A-XII, 2nd Class, Hai Cinema, Juba South Sudan.
2. Include an attachment of your Resume and CV
3. Include an attachment of professional IT certifications
4. Remember to include a telephone number and email so we can contact you
5. Only shortlisted candidates can be contacted for interview

