



Vacancy Announcement

World Relief is a Christian organization operating in South Sudan since 1998, providing humanitarian assistance. In the former Greater Upper Nile region, World Relief is responding to the recent conflict and displacement with emergency health, nutrition and food security and education programs. In the former Western Equatoria State, World Relief is empowering local churches.

World Relief South Sudan is looking for a suitably qualified South Sudanese National to fill the below vacancy:

TITLE OF POSITION: Information and communication technology (ICT) Officer
DEPARTMENT/UNIT: Logistics
SUPERVISOR: Logistics Manager
WORK LOCATION: Juba South Sudan

JOB SUMMARY (Overall Purpose)

The Communications and ICT Officer is primarily responsible for the efficiency and effectiveness of the information, communication and technology component of the World Relief South Sudan country office and field offices with the direct responsibility of performing the following duties:

The position holder must:

1. Communication

- Ensure standby on official office telephone or radio (HF/ VHF) according to the daily work planning.
- Check that communication devices' batteries are charged and that their power source is correctly tightened and working.
- Monitor the better use of WR frequencies and clear them from none authorized users (applicable for radio communication).
- Contact (Thuraya or radio) with each field location and vehicles on the field at 8h00 every morning and at 17h00 radio contact (Situation, location of vehicles, relocatable employees and expatriates, work) and refer to the to the security Manager.
- Maintain accurately the phone/ radio logbook (Location, date and hour of important messages or events).
- Transmit messages between WR locations and/ or vehicles when needed.
- Monitor the movements of vehicles when they are outside of each field location.
- Assist into dispatch communication assets according to the needs and register the loan forms approved by the manager.
- Ensure staff is well briefed on key communications issues and protocols.



2. Information Communication Technology (ICT)

Equipment

- Configure and deploy new and refurbished laptops and ICT equipment
- Install, troubleshoot, repair, update and maintain computers, and ICT equipment
- Install, maintain and troubleshoot printers/copiers/scanners as well as manage toner requests
- Setup and support audio/visual equipment for presentations and trainings
- Install and configure peripherals including scanners, external drives, monitors and other peripheral hardware.
- Work with management to formulate communications and digital products policies, staff contact lists and assist into setting up e-mail account for new personnel.

Software

- Provide software and system troubleshooting and support
- Install, maintain, troubleshoot and update operating systems and user applications
- Proactively schedule software upgrades and patching
- Ensure that all software on WR equipment is licensed and keep record of licenses

Network

- Monitor network to ensure network functionality and availability to all system users
- Install, maintain, troubleshoot and repair cabled, wireless and other network infrastructure
- Support existing new server (s) and administer access rights to all user in the office

Security

- Maintain local and server based anti –virus software
- Inform and train users and management in how to adhere to WR Security policies
- In case of virus infection clean out affected equipment
- Oversee data recovery, train personnel on basic data security and weekly back up.

Users

- Ensure computer is set up prior to new hire start date and any related moves
- Handle allocation of the computer equipment as a result of the office or personnel changes
- Request and setup new user accounts and email accounts in collaboration with the Manager , Home Office ICT support
- Troubleshoot and repair user accounts and email accounts and assist in resetting passwords
- Train new and current employees on computer software and ICT systems
- Participation in research and recommendation of improve infrastructure processes and technologies to include growth planning
- Provide procurement assistance including but not limited to researching solutions, engaging with potential vendors, making recommendations for product purchases and evaluating bids



- Test new equipment and applications and provide thorough feedback

3. Procurement of products and Services

- Assist into assessing the adequate needs of ICT equipment that respond to the operational area reality.
- Technically work closely with service vendors for complicated repairs and maintenance and IT supply
- Request and evaluate services with vendors and service providers
- Work with ISP and other outside vendors to ensure quality, tracking and dependable operations

4. Routine Administration Tasks

- Create and maintain inventory, which may include hardware, software and various items such as laser printer, cartridges and peripheral equipment
- Maintaining documentation of processes, procedures, and troubleshooting guides
- Monitor and report ICT expenses
- Assist with the preparation of operating budgets based on estimated and actual expenditures for ICT systems and support needs
- Keep ICT equipment, storage area and work area clean and organized

5. Qualifications, experience and competences

- Bachelor degree in information technology or substantial working experience within relevant fields with minimum of 3 years
- Proven professional knowledge of radio communication and IT network.
- Experience in handling servers and related access management control
- A solid communicator with effective written and oral skills and ability to produce reports and technical solutions
- Ability to work independently to troubleshoot, perform root cause analysis, identify and isolate technical issues
- Fluency in English both written and spoken

Interested candidates should submit the above requirements to the HR & Administration Manager, World Relief by email WRSSrecruitment@wr.org coping LJabe@wr.org **not later than 7th July 2017 at 5:00 pm.** include the job title in the subject line of the email.

Due to the urgency, Applications will be reviewed as they are being received and only the shortlisted candidates will be invited for interviews.

