



## Job Advertisement

Approved  
7/2/2017  
RRC - Juba  
C. Cheng



**POSITION:** Roving IT Officer

**LOCATION:** Juba - With 50% of time travels to the field sites (Motot, Yuai, and Twic East)

**STARTING DATE:** ASAP

Tearfund is a Christian organization committed to serving the poor by bringing help and hope to people in need in over 70 countries around the world. Tearfund's Southern Sudan Programme is looking a suitable South Sudanese candidate for the position of **Roving IT Officer** to be based in **Juba with 50% of time travels to the field sites (Motot, Yuai, and Twic East)** where Tearfund is operating in the South Sudan

### JOB OVERVIEW

Tearfund South Sudan programme operates internationally and communicates across national field sites and borders. It has two field locations, each with its own network and communication needs. With electronic communication now central to all of our work, and with significant capital investment incurred, its maintenance, repair and the support to staff on IT issues is critical. This role requires the competent and efficient resolving of problems, management of IT assets and timely implementation of changes as required by the UK IT Team. The focus is on maintenance to avoid the need for repair with strong links to the UK HQ IT team.

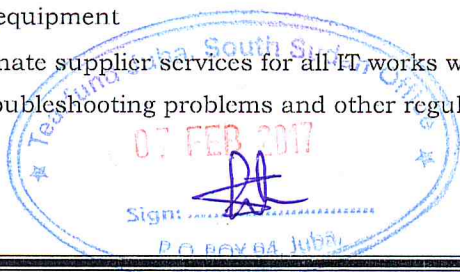
### 1. KEY RESPONSIBILITIES

#### 1. PROGRAMME STRATEGY

- As a member of the programme's logistics team, helps the logistics manager to contribute to the overall strategy for the programme as articulated in the Programme Framework (PF).
- Ensure Tearfund's purpose, values, and the programme objectives are communicated amongst project staff and facilitate input from project staff in the strategic planning process.
- Ensure that the programme has a functioning and effective IT based communications network that is able to communicate internationally and meets the needs and demands of the programme and the UK HQ.
- Assist the Head of Support service and Executive team in defining required IT infrastructure investment with agreement from the IT IS Team leader in the UK HQ

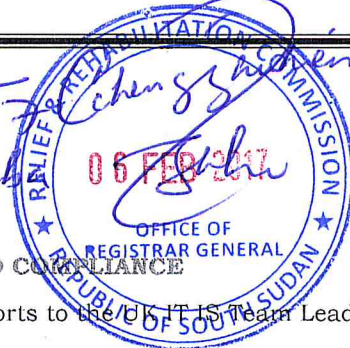
#### 2. PROJECT / SUPPORT FUNCTION MANAGEMENT

- Undertake proactive maintenance work to support a reliable and effective IT service within the programme
- Resolve technical issues & user requests and help in the development of effective solutions
- Ensure that all hardware problem resolutions are managed in a timely and effective manner
- Administer the operational infrastructure including account management and IT resources
- Overseeing the asset management of IT equipment ensuring assets are safeguarded and reported on bi-annually
- Ensure that staffs are properly briefed on IT infrastructure use and organisational expectations. And the Logs Officers and all staff are trained properly in the field sites on the proper usage and maintenance of the IT equipment
- Coordinate supplier services for all IT works with logistics officer to ensure quick turnaround to resolving and troubleshooting problems and other regular maintenance works





Approved  
07/02/17  
RRC- Juba



### 3. CORPORATE POLICY AND COMPLIANCE

- Provide regular detailed reports to the UK IT IS Team Leader on the operation effectiveness of IT and changes made to IT systems.
- Responsible for IT related security management for the programme, including updating the location-specific IT related policies and procedures as required and ensuring staff are fully briefed/trained on the agreed IT related policies and guidelines.
- Ensure that staffs understands individual and collective responsibilities for IT related security and ensuring that breaches are reported and critical learning is recorded.

### 4. TEAM MANAGEMENT

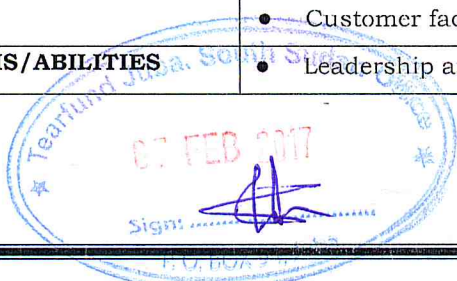
- Support the field logisticians on all IT related issues, encouraging effective team work and inclusiveness.
- Support training initiatives for on-going and new that are agreed at Country and corporate level
- Work with the Logistics Manager to ensure teams are supported and have necessary equipment in place to operate and that the assets available to Tearfund are safeguarded
- To contribute to the overall spiritual leadership to the programme and pastoral support where appropriate.


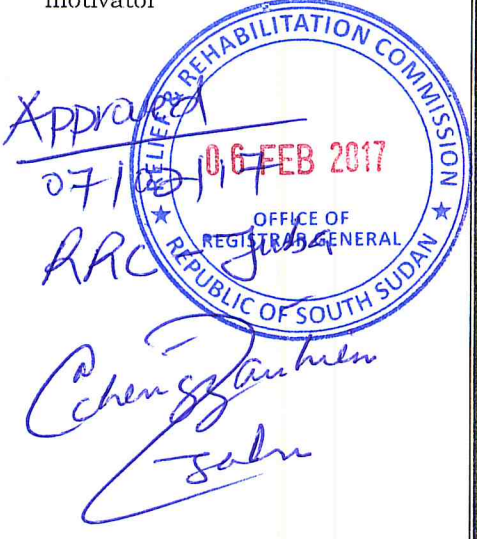
### 5. EXTERNAL REPRESENTATION

- Represent Tearfund to IT related service and goods suppliers and other de facto authorities, when securing the necessary approvals to operate IT infrastructure.
- Represent Tearfund to other NGOs, UN agencies, and visitors, ensuring coordination and constructive working relations and attendance at relevant inter-agency coordination where applicable.
- Facilitate relationship building with local churches where applicable and their engagement in project objectives
- Facilitate relationship building with Tearfund partner organisations and collaborative work in accordance with the Programme Framework

### 2. PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Degree and/or equivalent qualification</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Working in a team environment sometimes under pressure</li> <li>• Three years' experience as a network specialist within an organisation that communicates internationally</li> <li>• Current understanding of user aspects of Microsoft Office and recent Information technology developments</li> <li>• IT Support / Helpdesk</li> <li>• Customer facing experience</li> </ul>	<ul style="list-style-type: none"> <li>• Work as an IT specialist within a global organisation.</li> <li>• Worked for an international Relief and development organisation HQ as IT specialist</li> </ul>
<b>SKILLS/ABILITIES</b>	<ul style="list-style-type: none"> <li>• Leadership and management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Training and mentoring skills</li> </ul>



	<ul style="list-style-type: none"> <li>• Organisational and administrative skills</li> <li>• Negotiation and representation skills</li> <li>• Analytical and problem solving skills</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to resolve 2<sup>nd</sup> line IT issues</li> <li>• Networking technologies including protocols and data flow understanding</li> <li>• PC Configuration</li> <li>• Clear thinker and communicator with excellent written and verbal skills</li> <li>• Good administrative and organisational skills and excellent attention to detail</li> <li>• The ability to work with users to understand their problems.</li> <li>• Ability to lead, participate and facilitate in collective staff prayer and bible studies</li> </ul>	
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Committed Christian with a personal relationship with God.</li> <li>• Committed to regular Christian fellowship with other Christians.</li> <li>• Christian motivation in relation to injustice and serving those in need.</li> <li>• Emotionally &amp; spiritually mature.</li> <li>• Understanding and sensitivity to cross cultural issues.</li> <li>• Commitment to accountability to beneficiaries and transparency, showing dignity and respect, and demonstrating listening and understanding.</li> <li>• Flexibility, ability to remain calm under pressure.</li> <li>• Willingness to travel and live in basic conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Networking</li> <li>• People developer, trainer and motivator</li> </ul> 

#### **How to Apply:**

If you believe you are the candidate we are looking for, please submit your CV and cover letter **only in English** as well as Tearfund application form- which can be collected from the HR Department at Tearfund office near Juba Teaching Hospital- detailing your experience for the post and include daytime telephone contact to [southsudan-recruitment@tearfund.org](mailto:southsudan-recruitment@tearfund.org) and CC [southsudan-hrm@tearfund.org](mailto:southsudan-hrm@tearfund.org) and [southsudan-hoss@tearfund.org](mailto:southsudan-hoss@tearfund.org) . The subject matter of your email should be the title of the job you are applying for. The closing date: 24<sup>th</sup> February 2017 at 5:00pm. **This position is an urgent fill so candidate's applications will be reviewed on an ongoing basis and not necessarily at the closing date. Only shortlisted candidates will be contacted for interviews.**

