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**EYE MEDIA**

**Vacancy Announcement, internal/external  
2 Positions**



Approved  
Juba  
15/5/2017

**Job Title:** IT Officer, Eye Radio (Grade 5)  
**Location:** Juba, South Sudan  
**Supervisor:** Business Manager  
**Reports To:** Business Manager

Eye Media (EM) is a South Sudanese non-governmental organization registered in 2012 to manage Eye Radio, a Juba-based FM station, with a vision to develop into a self-sustaining independent media institution serving all of South Sudan. Eye Radio produces detailed, objective news and information, programs with content related to education, health, agriculture and other important issues, as well as music, sports and entertainment. Since 2015, Eye Radio has been expanding its broadcast coverage to state capitals across the country.

**Main duties and responsibilities**

- Supports, administers and operates all network business applications including the server.
- Ensures system backups are completed on regular basis and information recovery is performed promptly and efficiently, when needed.
- Monitors performance of Eye Media IT systems and network ensuring issues are appropriately escalated and resolved.
- Configures and maintains router, switches and all the servers.
- Ensures system and data security is maintained at a high standard, including protection of confidential information and that the integrity of the Eye Media network is not compromised. Maintains permissions/access to shared folders in accordance with policy and supervisor directives.
- Creates, changes, and deletes staff member user accounts in the AD Controller Server promptly and accurately based on ongoing staff roster changes, in close coordination/based on HR or management guidance.
- Advises and trains staff on the use of network business applications.
- Maintains existing ICT equipment, by performing upgrades, new installations and carrying out routine procedures.
- Configures and supports laptops and desktops for all Eye Media staff.
- Investigates hardware problems and performs minor system hardware and connection repairs.
- Maintains staff e-mail accounts in coordination with IT support in US (while Internews continues to provide this support).
- Regularly reviews and evaluates office and users equipment and recommend replacement, enhancement and repair as applicable.
- Develops understanding of communications equipment, including (but not limited to) radio and VSAT technology, towards performing basic troubleshooting.
- Provides procurement assistance including, but not limited to, researching solutions, engaging with potential vendors, making recommendations for product purchases and evaluating bids.
- Compiles and maintains an accurate IT inventory of hardware and software for Eye Media.
- Works with ISP and other outside vendors to ensure dependable operations.
- Provides cover support as assigned, assist in studio/engineering tasks i.e. training new staff on Audio Vault program schedule, use of Zara studio software, support compliance and implementation of commercial content including scheduled commercials, PSAs and co-produced programming, etc.

- Responsibility to familiarize and adhere to Eye Radio policies and Eye Media organizational policies and procedures (Staff Handbook, conflict of interest, etc.)
- Responsibility to conduct oneself at all times in a way which maintains the Eye Media and the station's high standards of professionalism and is consistent with the Eye Media mission and values.
- Travels in Juba, within South Sudan or other locations if/as assigned.
- Performs other duties as assigned by the Business Manager (or Studio/Engineering Manager) who may adjust work hours based on program/organizational requirements.

**Qualifications**

1. Diploma/Degree in information systems/computer sciences, or equivalent knowledge.
2. Demonstrated exposure and/or basic professional knowledge of networking, server maintenance, radio operation, internet technologies, office applications, and common hardware and peripherals.
3. Must have good communications and training skills. Strong written and spoken English. Arabic and/or additional local languages a plus.
4. Enthusiasm to continue learning.
5. Willingness to work standard business hours and evening/weekend hours, whether on assigned shifts or on call/standby.
6. Initiative, adaptability, good interpersonal and well-developed organizational skills.
7. Ability to manage and prioritize own workload and work independently.
8. Be able to work both independently and in a team.
9. Awareness, understanding of, and demonstrable support of Eye Media mission and values.
10. Ability, initiative and willingness to support tasks and colleagues across teams/divisions as needed (offering to assist when need is observed) or as assigned.
11. Willingness to learn new skills and pass on skills to support the development of one's colleagues.
12. Ability to positively receive constructive criticism and proactively apply it to develop oneself.
13. Ability to work well with others and foster a positive, healthy, collaborative work environment.
14. South Sudanese nationality required.

**Instructions for applicants:**

Interested candidates who meet the above requirements should submit their updated CV, cover letter and copy of Nationality ID card to Eye Radio compound at Korok, Block 1 Plot 48 opposite South Sudan Beverages Limited (SSBL) or via email to [EyemediaHR@eyeradio.org](mailto:EyemediaHR@eyeradio.org) and copy to [eyemediajobs@gmail.com](mailto:eyemediajobs@gmail.com).

The deadline for receiving applications is 29 May, 2017 at 5:00 pm. This position is open to South Sudanese nationals only. Female candidates are encouraged to apply. Only shortlisted candidates will be invited for interview. Applications once received are not returnable. Please do not submit your original certificates.

