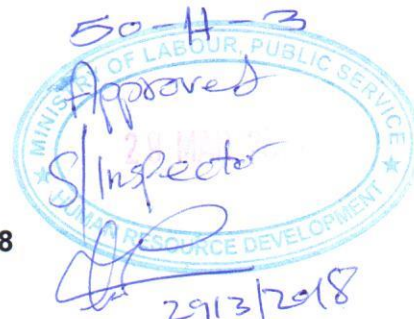




Vacancy notice
Advert opens 28 March 2018



Introduction

Cordaid is a Dutch, international non-governmental organization which combines 100 years of experience and expertise in emergency aid and structural poverty eradication. Cordaid believes in a world without poverty and exclusion. We strive for a just and sustainable society where every person counts. We stand for knowledge and talent sharing between North and South, between farmers and businesses, between activists and policymakers. Where poverty, conflict and exclusion tear up societies, we connect people and communities. We also stand for professionalism, expertise and solidarity across borders, to make a difference where it is most needed. Together with more than 600 partner organizations in Africa, Asia, the Middle East and Latin America we structurally improve the living conditions of the poorest and most excluded populations - the bottom billion.

Cordaid has been active in South Sudan for more than 20 years, with a strong focus on civil society capacity-building. Currently it has programs in the area of emergency response, DRR, health, food security, Security & Justice, women leadership and investments.

Presently, Cordaid is expanding its program in different parts of the country. For that purpose additional technical capacity is required. Therefore, Cordaid would like to recruit a **IT Administrator** as detailed below,

Position Title	IT Administrator
Duty Station	Based in Juba



Reporting line

The IT Administrator reports to the Finance Controller.

Purpose of the position:

Maintain and manages Cordaid South Sudan computer network, software and hardware, and ensures effective functioning and consistent efficiency of the cloud IT systems.

IT environment

Cordaid works with Windows 10 laptops in an Office365 environment. Cordaid worldwide is currently migrating to use office 365 suite and this includes Microsoft Dynamics, PowerBI, SharePoint etcetera. Our wireless network is based on Cisco technology. V-sat is used for our internet connection and a Meraki firewall is used for granting access. In Cordaid South Sudan, we have several offices that uses v-sat in the different offices.

Key Responsibilities and Accountabilities:

ICT tools and hardware

1. Support and train colleagues in working with Office 365 applications and cloud based working
2. Recommend approved specification and assist as required in the procurement of computers, printers and other ICT parts or accessories as needed.
3. Ensure that the Logistics and Procurement Manager adheres to the Cordaid ICT Procurement Policy for Equipment and Services.
4. Maintain the ICT inventory register and asset movement and verify that all ICT assets are registered in the assets register and have asset numbers.
5. Configure, manage and maintain all Cordaid ICT Tools (laptops, printers and accessories) to meet the Cordaid standards and performance.
6. Proactively assess the ICT tools performance and standards by attending to the hardware servicing and ensure repairs for the hardware is provided within a reasonable time.

Networking

1. Manage and maintain the Cordaid South Sudan internal office network.
2. Provide advice on the selected internet service provider at Juba level and in the field.
3. Maintain the best possible internet connection by managing the Meraki firewall
4. Perform proactive maintenance and reconfiguration of the IT system, including software and security updates on a regular basis.
5. Improve network and computer security measures.

Software Installation and management

1. Assure the active and up to date use of software and proper use of ICT equipment by staff according to the guidelines.
2. Ensure security of the data and information by conducting system audits of technologies implemented.
3. Verify the applications audit trail and review the user's level and activities. Ensure that the user matrix and levels of access are approved by the Country Director.
4. Ensure that all staff is saving their files in the appropriate cloud systems (OneDrive and SharePoint).
5. Training of staff in the use of the data management systems including support to strengthen data collection and reporting by health facilities. Supervise the implementation of data management at the all levels and the proper integration at the Cordaid office in Juba.
6. Timely facilitate the production of quality standard reports according to standard reporting templates and other ad hoc reports as and when requested either by the Finance Controller or key project stakeholders

Support and Training

1. Contribute to team effort by attending and accomplishing ICT related enquiries, queries and results as needed and provide helpdesk and troubleshooting assistance to staff in Juba and in the field.
2. Conduct training for staff in the use of hardware, software, Office365, security, and internet
3. Ensure that the software and hardware efficiency is up to standard.

Information system security

1. Work together with ICT of Head Office to ensure that all systems are protected and are set by defining access privileges, control structures, and resources. This includes access privileges by staff to the server departmental folders and levels of access.
2. Recognizes problems by identifying abnormalities and report any violations by the employees.
3. Determines security violations and incidences by conducting periodic audits checks.
4. Upgrades system by implementing and maintaining security controls.
5. Maintaining the Meraki firewall and check for mis use of internet

ICT Compliancy and standards

1. Maintains quality service by following Cordaid ICT Policies, Procedures and standards.
2. Ensure that all Cordaid staff have been briefed and have signed the ICT Cordaid Policy. This includes consultants and visitors who have access to Cordaid ICT tools and Internet.
3. In consultation with the Finance Controller and the HQ – Develop, review and update the ICT policy. Ensure to update staff on any changes and implication on the violation of the procedures.
4. Recommend process changes to improve internal processes to the Finance Controller.
5. Perform any other duties as instructed by the Finance Controller.





BUILDING FLOURISHING COMMUNITIES

Qualifications and Skills

1. A bachelor degree in Information Technology /or Information Science /or Computer Science and/or any other related qualification.
2. At least 3 years working experience in the related field
3. At least 2 years of working experience with Microsoft Office 365 including SharePoint, OneDrive and Skype for Business. Experience with Microsoft Dynamics 365 and Microsoft Dynamics AX would be a plus.
4. Excellent knowledge of Window Server 2012, Microsoft applications, Meraki, Cisco Networking and v-sat connections.
5. Knowledge om ITIL procedures
6. Strong analytical thinking and troubleshooting skills
7. Willing to travel occasionally to the Counties where Cordaid Operates
8. Good written and spoken communication skills
9. Has a flexible and adaptable approach to work
10. Has the ability to work on your own initiative
11. Excellent interpersonal skills and maintain a high degree of professionalism.
12. Good organisation skills and able to meet deadlines whilst being under pressure.
13. Must be a formidable team player, highly motivated and able to work under pressure during peak periods.

Further information and how to apply

Interested and qualifying applicants can submit their application letter including a CV in English, copies of birth certificate, National ID and qualification documents, both phone and email contact details of at least 4 professional references, including most recent/current employer/supervisor to the following email hr.southsudan@cordaid.org

Applications can also be hand delivered at our Juba Office; located behind the Equatorial/UAP Tower. Just a few meters after Strome Foundation to the attention of the Human Resources and Administration Manager – Cordaid.

Mention the vacancy reference number in subject line: - (e.g. **CSS22/03/18 IT Administrator - Juba**)

Deadline for submission is before the **20 April 2018**

Cordaid is an equal opportunities employer and women are strongly encouraged to apply

Only shortlisted candidates will be contacted.

Cordaid accepts applications received by email **ONLY**

