

SCOPE OF WORK

TITLE: Program Information Technology (IT) Assistant
DURATION OF CONTRACT: LTTA
LOCATION: Juba, South Sudan
SUPERVISOR: Project IT Specialist

**Project Background:**

The purpose of the Afia Water, Sanitation and Hygiene (WASH) Project is to expand gender-transformative sustainable access to basic safe drinking water, basic sanitation coverage, and increase uptake of key hygiene behaviors to improve health and household resilience in accordance with USAID/South Sudan's Strategic Framework. Over 5 years, the Afia WASH Project intends to implement WASH improvements across the following 13 counties in South Sudan – Mayendit, Leer, Panyijar, Jur River, Wau, Kapoeta North, Budi, Baliet, Ulang, Akobo, Urur, Duk, and Pibor.

Position Summary:

The IT Assistant assists in proper and regular maintenance of the current IT systems and functioning of the equipment and network, to meet programmatic needs and demands within DT Global South Sudan Afia WASH. This position diligently works with the field sub-office teams -- including Regional Program Managers (RPMs) and Finance and Administration Officers – to ensure all IT needs and concerns are promptly addressed for activities and operations to continue as smoothly as possible.

Duties and Responsibilities:

- Trouble-shoot IT problems on a day-to-day basis.
- Escalate incidents to the supervisor and the home office IT Support Team.
- Assist in Keeping record of IT incidents and support request.
- Ensure responsible use and confidentiality of any information identified as sensitive.
- Assist in cleanup of reported malware and virus on computers using the Trend Micro anti-virus programs and ensure the entire network and computers are virus-free.
- Undertake the repairing and maintaining of Local Area Network (LAN-s), internet systems and general IT maintenance.
- Assists in maintaining an efficient Local Area Network. Recommend to Director of Operations and supervisor appropriate design or design changes of configurations, implementing changes only with written authorization of the Director of Operations.
- Assist in auditing the devices accessing the DT Global network resources.
- Assist in administration functions as needed; assist Logistics Specialist in inventorying and tracking IT assets for operations, programs and field sub-offices.
- Assist in maintaining proper documentation of all IT equipment including system profiles, warranties, and IT stock/accessories; organize and maintain central filing system of satellite systems.
- Assist in the identifying specification, relocation and assembly of any IT equipment including computers, printers, accessories and satellite systems in Juba and all field sub-offices, as required.
- Work on and troubleshoot the DT Online EPR system and assist staff in using the system on a regular basis.
- Does other IT work as requested by the supervisor or Director of Operations from time to time.

Education and certifications:

- Recent Graduates of bachelor's degree or Diploma, either in computer science or Information Technology and internationally recognized IT systems administration certifications.
- IT professional certifications such as CCNA, ICND1&2, CompTIA network, MCSA, Azure, AW are added advantage.

Key Position Competencies and Experience:

- Experience in IT support from reputable INGO, NNGO and corporate companies in South Sudan for at least 2 years or more
- Good knowledge and understanding in the configuration of internal email system using MS Office 365.
- Knowledge and understanding of networking
- Knowledge and understanding of windows environment IT support
- Good customer care / Help desk skills.
- Proficiency in Microsoft Office programs.
- Effective written and oral communication as well as interpersonal skills.
- Fluency in English and Juba Arabic.

DT Global Core Competencies:

- **Teamwork:** Works cooperatively and effectively with others to achieve common goals. Participates in building a culture characterized by inclusion, trust, and commitment.
- **Communication:** Effectively conveys information and expresses thoughts professionally. Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- **Adaptability:** Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment.
- **Customer/Client Focused:** Anticipates, monitors, and meets the needs of customers and responds to them in an appropriate and responsive manner.
- **Diversity & Inclusion:** Conveys respect for diverse individuals and perspectives; models inclusive behavior and treats everyone fairly.
- **Professionalism:** Displays appropriate and ethical behavior, integrity, and personal presentation in the workplace always; demonstrates respectful communication for others, both verbal and non-verbal.

Application Process:

To apply, please send your CV and Letter of Motivation **as one single document** to gaswash.recruiting@dt-global.com. Your attachment must be less than 1 megabyte in size; your CV must include your full name, email, and phone number; and DO NOT submit any other recruitment documents at this time. In the email subject line, include the **title** of the position you are applying for, as advertised at the top of this job vacancy announcement. Only candidates who are short-listed will be contacted. **The deadline for submissions is Tuesday July 5, 2022, at 05:00PM (17:00), CAT.** Applications received after this time will be considered only at DT Global South Sudan Afia WASH discretion.

Women applicants are highly encouraged to apply.

DT Global South Sudan is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, veteran status, gender identity, or national origin. DT Global South Sudan prohibits discriminating against employees and job applicants who inquire about, discuss, or disclose the compensation of the employee or applicant or another employee or applicant.

