GOAL

JOB ADVERTISEMENT

Job Title:	Senior IT Officer
Location:	Juba
Reports to:	Systems Director
Posting Date	8th September 2023
Closing Date	27th September 2023
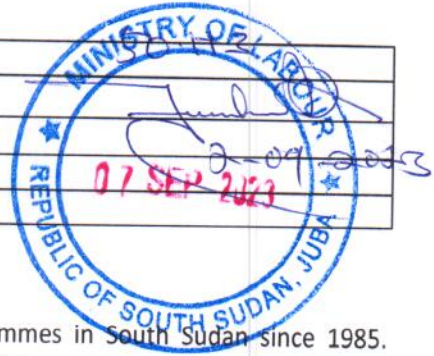
General Description of the Programme

GOAL has been delivering both humanitarian and development programmes in South Sudan since 1985. Currently GOAL is operating in eight counties across South Sudan in Central Equatoria, Warrap and Upper Nile State and has operations in the Abyei Administrative Area. In collaboration with international and national partners GOAL implements projects in; primary health care (curative and community); therapeutic and supplementary nutrition; water, sanitation, and hygiene (WASH); and food security and livelihoods & Emergency Response.

General Description of the Role

The Senior IT Officer provides IT technical leadership for the country programme including ensuring compliance with all global technology standards and policies. Responsible to ensure hardware and software are in place and providing training and support to staff in utilisation of IT resources. Provides advice on acquisition and use of IT to support country programme management and activities.

Duties and responsibilities

Management

- Ensure IT support to all offices and users including regular IT visits to field office, helpdesk support for users and preventive troubleshooting.
- Participate in global IT calls and ensure GOAL South Sudan is involved and up to date with global IT initiatives. Learn from other countries and share learning from South Sudan.
- Be proactive and to look at ways to improve IT services, the IT team, and use of IT across the country programme management and activities.
- Provide business analysis on IT use and needs including input to budgets and project design.
- Ensure country programme compliance with all global IT policies including leading on roll out of and training on technical and user policies.
- Participate in the development, dissemination and implementation of standard operation procedures that relate to IT services.
- Submit accurate and timely reports to Systems Director and Head Office IT as requested.
- Conduct training to staff in the utilisation of IT resources.
- Identify problematic areas and implement strategic solutions in time.
- Better understanding of the IT and Communications policy by staff members by sharing and explaining the GOAL IT and Communications policy to the staff members to ultimately enhance their understanding of the overall IT and Communications direction that GOAL is taking.
- Development and implementation of the IT Work plan focusing on the input and needs of the offices and based on the approval of the Senior Management.
- Line manage the IT Officer.

Network Management

- Design, deploy and management network structures for all offices based on needs, resources and business requirements.
- Manage all network user access controls for server and cloud systems through effective design and deployment of security controls.
- Provide guidance on user access controls for managing access to local networks in all offices.
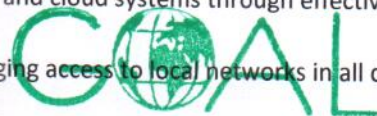
- Utilise the Meraki devices to support effective network management and monitor use.
- Set specifications for all office internet services and act as contract manager for all internet services.
- Ensure security of data, network access and backup systems.
- Plan, organize, control and evaluate IT and electronic data operations.
- Timely upgrade of LAN infrastructure and internet connectivity to meet user requirements.

Hardware and Software Support

- Set standards for and oversee configuration and set up of new IT equipment.
- Planning, scheduling, and organizing regular preventive maintenance/checks and security system update.
- Support finance department with SAGE and other financial management tools and reporting
- Keep all software version and operating systems up to date, setup updates where necessary.
- Use and promote GOAL's intranet (SharePoint) and Office 365 services to maximise use in the country programme – including training, top tips and advice to managers.
- Standardise, and advise on, all country programme IT equipment and provide technical support for procurements and maintenance.
- Manage all IT licenses for the country programme including set-up of new users and removal of old users.
- Provision of advice in procurement of new ICT equipment for projects, development of technical specifications and information on best options in both local and international markets for the acquisition of new IT equipment
- Operating of network utility procedures defining network users and security attributes establishing directories, menus and drive-mappings, configuring network printers and providing user access

Asset Management

- Support the Logistics Manager in ensuring tagging and tracking of IT assets.
- Set-up IT assets for new users including back-up and removal of any previous user data.
- Technical reports on all IT equipment faults, damage, repairs and identification of assets that are beyond economic repair.
- In liaison with HQ IT and GOAL SS HR office, to terminate emails of departing staff from the organisation.

Incident Management

- Report all IT incidents, including data protection incidents, asset damage and losses, in accordance with GOAL procedures.
- Prioritise and promptly deal with any network incidents including engaging HO IT support as required.

Security and Backup

- Design, deploy and manage effective back-up procedures and tools in all offices.
- Report any alleged or suspected misuse of IT systems/equipment, lapses of security and violations of organisational standards to the Systems Director.
- Ensure all anti-virus systems are up to date.

Other

- Support the MEAL team on Commcare set-up as requested.
- Conduct market research and analysis, and introduction of new technology for country office system updating and improvement.
- Other duties as assigned from time to time to support delivery of organisational activities.

Accountability:

- Holds self-accountable for making decisions, managing resources efficiently, achieving and performing duties in a manner for other to look up to as a role model.

- Holds the team and contractors accountable to deliver on their responsibilities; giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved through setting of performance objectives.

Collaboration:

- Builds and maintains effective relationships, with colleagues, programme clients and external partners.
- Values diversity; sees it as a source of competitive strength.
- Approachable, good listener, easy to talk to
- Being assertive when it is required.
- Understands the need for speed in emergencies values the need for speed without compromising the procurement processes.

Creativity:

- Develops and encourages new and innovative solutions.
- Willing to take disciplined risks.

Integrity:

- Honest, encourages openness and transparency; demonstrates highest levels of integrity.

Behaviours

- The Senior IT Officer is expected to act as a representative of GOAL and demonstrate the highest standards of behaviour towards children and vulnerable adults both in your private and professional lives. The successful candidate must be able to successfully multitask, work to changing priorities, lead by example and be a proactive communicator in this dynamic work environment. They should have the communication and presentation skills required to translate complex rules and regulations to non-technical staff.
- The Senior IT Officer must be able to manage their workload, maintain high attention to detail and ensure full completion and closure of tasks.

Requirements (Person Specification)
Essential

- University degree in Information Technology (IT) or Computer Science or any related IT certification
- CompTIA A+ Certification and CompTIA Network+ Certification
- At least 3 years work technical experience in IT, preferably with an INGO, include remote support function.
- Proven knowledge of hardware maintenance and ability to solve hardware problems,
- Solid experience in maintaining, troubleshooting and administering a Microsoft Windows Servers and networks.
- Hands-on experience with computer networks, network administration and network installation.
- Knowledge of Microsoft Windows operating systems, including Windows 10 and Microsoft Office 365 applications (Word, Excel, PowerPoint, Teams, PowerBi etc.)
- Strong communication (spoken and written) skills, including the ability to advise and train users in the use of Information Systems/applications and related matters and effectively prepare specifications, written reports and other documentation in a clear, concise style.
- Ability to organize, plan and resolve IT Tickets, juggle and prioritise competing demands and work under pressure of frequent and tight deadlines.
- Readiness to travel to field offices.
- Effective people relation and communication skills
- Ability to communicate (spoken and written) in English.

Desirable

- Experience with financial management software
- Able to develop and build PowerApps in Microsoft Office 365
- Previous experience in delivery IT user training
- Dedicated, well-organized, and solution oriented.
- Work prioritising skills.

Equal Opportunities

- GOAL does not discriminate because of ethnic background, colour, age, disability, marital status, religion or gender. All interested and qualified candidates are encouraged to apply.

Safeguarding

- Children and vulnerable adults who meet GOAL as a result of our activities must be safeguarded to the maximum possible extent from deliberate or inadvertent actions and failings that place them at risk of abuse, sexual exploitation, injury and any other harm. One of the ways that GOAL shows this on-going commitment to safeguarding is to include rigorous background and reference checks in the selection process for all candidates.

Accountability within GOAL

Alongside our safeguarding policy, GOAL is an equal opportunities employer and has a set of integrity policies. Any candidate offered a job with GOAL will be expected to adhere to the following key areas of accountability:

- Comply with GOAL's policies and procedures with respect to safeguarding, code of conduct, health and safety, confidentiality, do no harm principles and unacceptable behaviour protocols.
- Report any concerns about the welfare of a child or vulnerable adult or any wrongdoings within our programming area.
- Report any concerns about inappropriate behaviour of a GOAL staff or partner.

Application procedures

Interested Persons who meet the qualifications, experience and skills are required to submit their applications through the below:

1. For online applications, candidates are advised to submit your cover letter, updated CV plus copies of academic certificates & Nationality ID to goaljobs@ss.goal.ie . **Your attachment must not be more than 5MBs.**
2. For candidates who will wish to submit their applications in hard copy, drop your applications at GOAL head office located along Kololo Road near Sector four Police post in Tongping clearly addressed to the Human Resource Department, GOAL South Sudan P.O Box 166 Juba
3. Note, this is a national recruitment for South Sudanese citizens.