GOAL

JOB ADVERTISEMENT

Job Title:	Information Technology Officer
Location:	Juba
Reports to:	Senior IT Officer
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 IT Officer will be responsible for supporting networks, databases, and systems, updating system hardware and software, installation, and configuration of IT infrastructure, troubleshooting for system errors, data security and IT service optimization. He/she will offer 1st and selected 2nd level support to the CP IT support needs and work closely with the Senior IT Officer, and on request with Area Coordinators, Programs Coordinators, Systems Director and Global IT Team to ensure proper ICT functioning and support.

Duties and responsibilities

Proactive collaboration and support

- 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.
- Submit accurate and timely reports to the Senior IT Officer and Systems Director as requested.
- Conduct training to staff in the utilisation of IT resources.
- Work with end-users and Service Helpdesk on resolving Level 1 issues in CP
- Resolve or escalate Level 2 and Level 3 issues on request to appropriate internal or external resource (regional/international IT, management, and vendor) as necessary.
- Liaise with various in country Internet Service Providers (ISP) for the purpose of improving the system and resolving any breakdown in internet service provision.
- Ensure all IT equipment are following GOALs' Global IT Standards.
- Work with Helpdesk to create email addresses, update mailing lists, and keep proper tracking of email addresses.
- Train end users on the use of office applications like SharePoint, OneDrive, Lingos, Outlook, Teams, and many others.
- Support the MEAL team with the development of data collection tools using the CommCare and PowerBI apps.
- Coordination with field staff - Mobile/PC Usability, features, issues, feedback.
- Keep track of problems and repairs-log all tasks performed.

Network Management

- Design, deploy and manage 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.
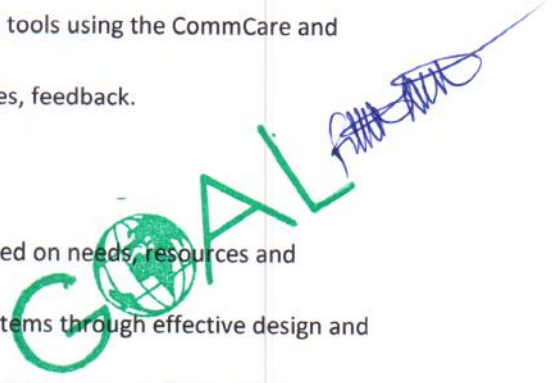
- Utilise the Meraki devices to support effective network management and monitor use.
- Set specifications for all office internet services and act as contract manager for all internet services.
- Ensure security of data, network access and backup systems.
- Plan, organize, control and evaluate IT and electronic data operations.
- Timely upgrade of LAN infrastructure and internet connectivity to meet user requirements.

Hardware and Software Support

- Manage desktop/laptop/tablet hardware and software, and peripherals, using GOALs standard operating system image.
- Support with Local Area Network, wireless network, peer-to-peer or client server architecture, as appropriate.
- Liaise with various in country Internet Service Providers (ISP) for the purpose of improving the Internet service provision and resolving any breakdown in service.
- Provide monitoring reports with information on condition of network and ISPs to IT Officer to assist with timely upgrades and necessary changes.
- Set-up and configurations of IT assets for users including back-up and removal of any previous user data as guided by the Senior IT Officer.
- Test and implement mobile/tablet/PC/Printer/Scanner setup, configuration, troubleshooting and maintenance standards for use in the organization.
- Technical reports on all IT equipment faults, damage, repairs and identification of assets that are beyond economic repair.
- Perform preventative maintenance on all GOAL computers and network resources.
- Ensure all end users work data is backed up on either OneDrive or SharePoint. Ensure data security backups protection of the LAN against data corruption.
- Work with the Senior IT Officer to update and maintain network documentation to include but not limited to IP address, system access, email creation system, upgrades and changes to original network, etc.
- Diagnose hardware and software faults by questioning clients patiently about a problem and explaining the procedures to them. Closely collaborate with International and HQ IT team on helpdesk, connectivity and other in country and global IT projects.
- Provide technical input and support to the Office Local Area Network. Ensure proper record keeping of breakdowns, problems and maintenance carried out.
- Windows and Android configuration – User, Admin, security.
- Test and implement mobile/tablet management MDM for the organization.
- Any other IT related tasks assigned by the supervisor or Global IT team to accomplish the overall organizational goals.
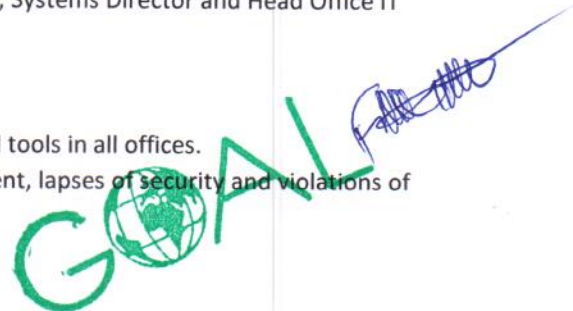
Incident Management

- 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.
- Prepare reports on all incidents and submit to Senior IT Officer, Systems Director and Head Office IT as required.

Security and Backup

- Design, deploy and managed 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, PowerBi and SharePoint set-up as requested.

- Conduct of 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 performs 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 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 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

- A bachelor's in computer science/ Information Technology/ Industry certification (MCSE).
- CompTIA A+ Certification and CompTIA Network+ Certification or other related IT professional certification; must meet all state-required licensure/certification.
- At least 3 years work technical experience in IT, preferably with an INGO, include remote support function.
- An extensive background in technology and computer science, with experience in maintaining and installing IT hardware and ability to solve hardware problems.
- Solid experience in maintaining, troubleshooting with Intune.
- Working knowledge of systems procurement and requisitions for low-cost items.
- Working knowledge with Remote desktop management, familiarity with a range of computer languages and development paradigms.
- Experience working with network and server management support.

- Hands-on experience with computer networks, network administration and network installation.
- Basic understanding database setup skills using MSSQL, MySQL for roster system configuration desirable.
- 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.
- Problem-solving while maximizing the efficient use of computing resource.
- 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.
- 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.