



Job Advertisement

ICT Officer (Juba) South Sudan

50-H-3
 Approved by Senior Inspector
 M.O./RSC/IT
 12/08/2022

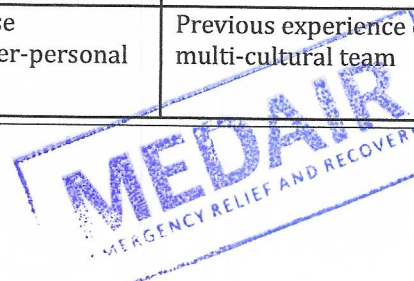


JOB TITLE & POSITION	ICT Officer
LOCATION	Juba, South Sudan
REPORTING TO	ICT Manager
OVERALL PURPOSE	The post holder in collaboration with others in the Global ITS Team, ensures functionality of end user ICT and applications including tickets prioritization and resolution within requested timeframe. Ensures that Medair users have access to the software and productivity tools they need on their computers and phones across all country programs to enable our teams to perform their work in the most effective and efficient way within the constraints of the specific contexts and support of the country programme including Juba base and field locations.
PROJECT OVERVIEW	Multi-sector relief programme including: provision of Primary Health Care, Nutrition, Health and Hygiene Promotion, Water and Sanitation and NFI & Emergency Shelter distributions across static and emergency response locations throughout South Sudan. The goal is to assist in reducing morbidity and mortality in vulnerable communities in South Sudan.
FUNCTIONAL LINKS	
Internal:	All support to programme staff across the Country Programme
External:	Suppliers
Key Responsibilities	<p>ICT Support</p> <ul style="list-style-type: none"> • Provide ICT hardware and software support to all project locations by: • Imaging and repairing laptops as required • Maintaining printers and other peripherals in good working order • Troubleshooting problems with hardware and software, finding quick and cost-effective solutions that is suitable for the context • Contribute to the in-country ICT Strategy, ensuring it remains relevant and applicable to the local context • Support the management of ICT related assets through budgeting, procurement and tracking. • Troubleshoot user issues on common applications as MS Office, Intranet, stock management system, database administration etc. • Ensure all laptops are correctly and appropriately configured with the necessary software • Perform installation, configure user access to standard and custom Medair applications. • Oversee the maintenance and use of communication equipment in all project locations, ensuring essential equipment is kept in good condition at all times. • Ensure that there is adequate stock for ICT related consumables and facilitate procurement is done within good timeframe. • Support the ICT manager in the implementation of the various ICT related projects, as applicable to the country programme. • Manage disposal of redundant ICT equipment and compiling the necessary paperwork



	<p>Training</p> <ul style="list-style-type: none"> • Contribute and participate in digital literacy assessment and offer training to South Sudan Medair staff. • Provide appropriate ICT training for Medair staff, through one-to-one coaching and taught sessions. This may include basic introduction to Windows and Office Applications, email and internet use and simple repairs etc. • Training/coaching staff on the systems used within Medair; ensuring accurate data entry and the importance of the flow of information • Work in close collaboration with MEAL team in program data collection tools implementation, trainings and support as need arises. <p>Skills and Knowledge</p> <ul style="list-style-type: none"> • Proven working experience in an ICT operations role and or helpdesk and supporting a remote workforce is strongly desirable. • Hands-on problem-solving attitude • Hardware knowledge including laptops, printers, network routers, APs, VSAT technologies, HF/VHF radios, Thuraya sat phones etc. • Advanced knowledge of Windows Operating System (10 and 11) and Microsoft Office Applications: Word, Excel, Outlook, office 365, Azure, AWS, Box, SharePoint, OneDrive etc. • Working Knowledge of Google Docs, Qlik, ONA, ODK • Technical Working knowledge of information/network security tools, firewalls such as cisco Meraki. • Working knowledge of IT service desk ticketing systems such as Jira service desk. • Strong time and priority management with a high level of independence combined with the ability to function cohesively as part of a team. <p><i>Any Other tasks may be assigned as necessary.</i></p>
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Person Specification		
Qualification / Experience	Essential	Desirable
Education	2 years Undergraduate degree in Computer science, IT or related field from a recognized University	Professional certification in Networks Cloud, server administration an added advantage
Work experience	3+ years in post qualification professional experience in a relevant field with 1-2 years in ICT support role Working Knowledge of Office 365, Azure, AWS, Onedrive, Sharepoint, server administration, Intune, ODK, Qlik dashboards, Cisco Meraki, Network design setup and administration.	2 years' experience working in an INGO, preferable in the Information and Telecommunication sector.
Languages	Strong working knowledge of English (spoken and written)	Spoken and written Arabic
Competencies	Essential	Desirable
Motivation	Enjoys a challenge and works hard to achieve objectives Solution-oriented approach Desire to serve the community in a purpose-driven organization	Enthusiastic, compassionate, self-motivated, energetic, autonomous
Team-building	Enjoys working within diverse multicultural teams, good inter-personal skills	Previous experience of working in a multi-cultural team



	Encouraging and supportive to all within the wider team. Friendly with a customer service mindset	
Adaptability	Capacity to work under pressure and manage personal stress levels Creative, open-minded, flexible, self-learner Can prioritise work to meet deadlines Able to cope with basic living conditions during field trips	Willingness to be stretched professionally, personally, and spiritually
Technical expertise	Problem solving ability Technical understanding of mechanical and communication equipment Competent with administrative tasks Commitment to best practice Quick learner with practical, precise approach Attention to detail	Good numerical and report writing skills
Management and leadership	Able to make decisions within a consultative and supportive framework Respectful, accountable, honest	Able to motivate others Experience in coaching and training

Job Commitment	
Date Issued	12/8/2022
Deadline	31/8/2022 at 5:00 PM South Sudan local time
Planned start date	As soon as possible
Duration of commitment	Contracts align with budget cycles to end of year, intention to renew if performance is positive and subject to availability of funds.
Application Details	<p>For the advert, use the below:</p> <p>Application details:</p> <p>To apply, go to this website address and fill out the form https://forms.gle/5G4wRoXMHYDtwLa57</p> <p>Or Please submit your application comprising (1) a comprehension CV that includes contact details, education and training background, work experience and 3 referees, and (2) a Cover letter detailing how you qualify for this position to: Recruitment Human Resources Department Medair South Sudan - Theo Road, Hai Tong Ping or e-mail: recruitment-sds@medair.org.</p>



Note: This position is for South Sudanese nationals Only. As the position is urgently needed, shortlisting shall be conducted on a rolling basis. Due to the large number of applications we receive, only shortlisted candidates shall be contacted.

According to South Sudan labour law, Medair does not discriminate, directly, against any job applicant especially based on race, tribe or place of origin, national extraction, colour, sex, pregnancy or childbirth, marital status, family responsibilities, religious, political opinion disability.

