

**VACANCY ANNOUNCEMENT****Shejeh Salam Activity****SCOPE OF WORK**

TITLE: Information Technology (IT) Specialist/Manager
DURATION OF CONTRACT: One-year, renewable
LOCATION: Juba, South Sudan
SUPERVISOR: Logistics and Procurement Director (LPD)

Are you passionate about advancing career in Information Technology? Join our motivated and talented Shejeh Salam team as an IT Specialist/Manager. This is a great opportunity for an IT Specialist/Manager that is looking to progress his or her career with Shejeh Salam Activity.

Project Background:

Under contract with the U.S. Agency for International Development (USAID), DT Global South Sudan will be implementing the five-year, Shejeh Salam Activity in South Sudan. Shejeh Salam will build the foundation for a more stable and socially cohesive South Sudan that will enable local actors to build community cohesion to promote peace processes and peaceful co-existence; civil society actors to advocate for peace and reconciliation and participate in civic processes; provide trauma awareness services to communities; and access to media that is providing accurate, fair and thorough information to mitigate the impact of rumor and misinformation. Shejeh Salam intends to program in Juba, as well as Unity, Upper Nile, Greater Bahr el Ghazal, Greater Jonglei, and Greater Equatorias regions, although geographic focus may shift.

Position Summary:

The IT Specialist/Manager ensures proper and regular maintenance of the current IT systems and functioning of equipment and network to meet programmatic needs and demands within DT Global South Sudan/Shejeh Salam. This position diligently works with the field sub-office teams -- including Regional Program Directors (RPDs) -- to ensure all IT needs and concerns are promptly addressed in order for activities and operations to continue as smoothly as possible.

Duties and Responsibilities:

- Develop and enforce DT Global South Sudan/Shejeh Salam IT systems policy on appropriate use of IT equipment; orient staff on appropriate use; and monitor use activities to ensure adherence to these policies
- Conduct staff training on computer basics and the use of MS Office applications and networking
- Trouble-shoot IT problems with all staff
- Assist with developing databases or other windows applications for program and operational staff
- Ensure responsible use and confidentiality of any information identified as sensitive
- Regularly update anti-virus programs and ensure the entire network and computers are virus-free
- Establish clear back-up policy and system, regularly making back-ups and archives as scheduled for the DT Global South Sudan/Shejeh Salam office. Maintain a schedule and materials list for this activity.

- Undertake the repairing and maintaining of Local Area Network (LAN-s), internet systems and general IT maintenance
- Oversee repair of computers and IT equipment at Juba and field sub-office levels, when possible - facilitate and advise on the best, safest and most economic solutions in consultation with the Deputy Chief of Party-Operations and Finance (DCOP-OF), Senior Field Director, Regional Program Directors, and supervisor
- Maintain an efficient Local Area Network for DT Global South Sudan/Shejeh Salam. Recommend to DCOP-OF and supervisor appropriate design or design changes of configurations, implementing changes only with written of the DCOP-OF
- Identify equipment and accessories required for the smooth functioning of computers and IT equipment in Juba and field sub-offices and facilitate the purchase of items through the Procurement Unit
- Maintain the Shejeh Salam mail server and assign addresses as instructed by DCOP-OF
- Assist in administration functions as needed; assist logistics staff in inventorying and tracking IT assets for operations, programs, field sub-offices, and those procured for in-kind grants
- Maintain proper documentation of all IT equipment including system profiles, warranties, and IT stock/accessories; organize and maintain central filing system of satellite systems in DT Global South Sudan/Shejeh Salam
- Assist in the identifying specification, relocation and assembly of any IT equipment including computers, printers, accessories and satellite systems in all Juba and field sub-offices, as required
- Assist in configuration and set up IT equipment to grantees before hand over and trouble shoot local network issues to grantees on need basis. Keep inventory of IT equipment for grantees

Education and certifications:

- Bachelor's Degree, either in computer science or in another field in combination with and internationally recognized IT systems administration certification.

Key Position Competencies and Experience:

- Minimum of three (3) years of experience in both maintaining hardware and software and information systems for an international organization or USAID-funded project
- Experience in the configuration of internal email system as per the local area networking (LAN)
- Demonstrated experience in troubleshooting and training of staff
- Demonstrated knowledge of internet, proxy, pop mail, and TCPIP settings, Linux, and windows applications
- Prior experience working on USAID-funded projects in the humanitarian and international development sectors preferred
- Proficiency in Microsoft Office programs
- Effective written and oral communication as well as interpersonal skills
- Fluency in English and Arabic preferred

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 shejehsalam-administration@dt-global.com. Your attachment must be less than 1 megabyte in size; your CV must include your full name, email, phone number, and three referees including active work emails and phone numbers; and DO NOT submit any other recruitment documents at this time. In the email subject line, include the title AND location of the position you are applying for, as advertised at the top of this job vacancy announcement. Please apply electronically, DT Global South Sudan will not be accepting paper copies at this time. Only candidates who are short-listed will be contacted. The deadline for submissions is **Thursday, November 24, 2022, at 05:00 PM, CAT**. Emailed CVs received after this time will be considered only at DT Global South Sudan discretion.

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, LLC 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.

