World Vision

Our Vision for every Child, Life in all its Fullness; Our Prayer for every heart, the will to make it so Building Brighter Futures for Vulnerable Children

JOB OPPORTUNITY AT WORLD VISION INTERNATIONAL – SOUTH SUDAN- ADVERTISEMENT

World Vision is a Christian Relief, Development and Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is condition upon successful completion of all applicable background checks, including criminal record checks where possible.

World Vision International - South Sudan is now seeking for a qualified and dynamic Individuals **(Man or Woman)** who are willing to share in our vision and promise to Children, to join us in the role below:

Job title: Zonal ICT Officer

Reporting to: Zonal Program Manager & ICT Manager

Location: Kuajok

Availability: As soon as Possible

Purpose of the position:

To support and maintain the day -to-day effective functioning of world vision South Sudan's field based information and telecommunication system through the provision of client oriented service.

Roles and Responsibilities:

- **Asset Management, System and Data Backup Maintain up-to date.** IT assets

register in the zone Ensure movements of all ICT assets within the zone are tracked, recorded and updated. Ensure timely repair and maintenance of IT assets to minimize effect on staff productivity Ensure data backups are done on bi-monthly basis for business continuity Improve local IT processes and procedures to leverage on IT assets acquisition and usage Ensure all computer systems are up-to date with latest antivirus.

- **Enhance field communication/connectivity**

  Ensure connectivity/network infrastructure in Greater Barh El Ghazal and other field offices in the zone are properly managed and maintained per World Vision IT standards deploy/support development of new VSAT installations in zone monitor VSAT connectively statistics/reports to rectify sub optional performance to ensure sites support critical business applications. Ensure optional functioning of power system in the zone to support efficient operation of communication equipment,

- **Help-desk support Provide LI and L2 support for IT related issues.** All requests are logged in WV Customer Support System (ServiceNow), resolved and followed escalated tickets to resolution Ensure all tickets assigned are attended and resolved within agreed SLA.

- **Staff capacity building Manage structured end-user.** staff training to ensure optimal and efficient use of ICT systems e.g., OneDrive, MS Teams, Box, 0365, Lotus Notes etc. Better collaboration with peers for knowledge sharing Build the capacity of other team members in resolution of technical issues Develop and implement ICT clinic programs on quarterly basis to users in the office.

- **Regular/day-to-day activities Report.** on a monthly basis on IT support services provision, and advise the IT Manager on issues related to the effective and efficient provision of IT support services in the zone Daily monitoring and administration of
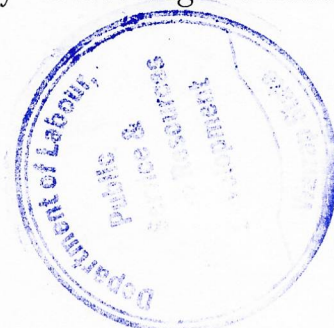
LAN network through Meraki, other network monitoring tools Prompt and timely troubleshooting of connectivity issues Provision of daily helpdesk services

Required Education/ Knowledge/ Technical skills and experience:

The following may be acquired through a combination of formal or self-education, prior experience or on-the-job training:

Minimum Qualification required:

- Degree in information Technology, telecommunications engineering or computer science or in any related field at least one professional certificate e.g. GVE, Microsoft certified professional, Cisco (CCNA) etc.

- At least three years working experience in networking/telecommunications environment good working knowledge telecommunication technologies (satelliteNSAT technology, wireless networks, HF and VHF Radio, microwave) and network architectures for both local area network and wide area networks excellent working knowledge of internet technologies including: TCP/IP suite of protocols: internet security, internet routing; voice over internet protocol) good knowledge of Microsoft windows operation systems configuration and administration, good working knowledge of office automation applications (Microsoft office), office 365 and lotus Notes Customer-focused. Must demonstrate a strong willingness to meet the customer's needs while balancing the organization's needs and priorities.

- Excellent analytical, problem solving, and negotiation skills, excellent communication and interpersonal skills, must be able to work in a multicultural environment, demonstrates eagerness and aptitude for acquiring necessary technical knowledge, skills and judgment to accomplish a result or to serve a client's in and contribute to, team building environment and must be able to speak, understand and write fluent English.

How to apply?

Interested candidates **(South Sudanese Nationals)** who meet the above criteria should submit their application, cover letter and an updated CV with at least three referees with their telephone and email contacts. Address your application to **The Human Resource Manager, World Vision South Sudan**

Indicate the position you're applying for in the subject line.

Applications should be submitted to **this email recruitsdno@wvi.org** or Hand deliver to any of World Vision offices.

Closing date for receiving applications is: 15th September 2023

Please note that only shortlisted candidates shall be contacted and documents once submitted will not be returned to the candidates.

World Vision has **zero tolerance towards sexual exploitation and abuse (SEA), sexual harassment and other types of abusive conduct (i.e., discrimination, abuse of authority and harassment)**.

All members of World Vision workforce have a role to play in promoting a safe and respectful workplace and should report to World Vision any actual or suspected cases of SEA, sexual harassment and other types of abusive conduct. To ensure that individuals with a substantiated history of SEA, sexual harassment or other types of abusive conduct are not hired by the Organization, World Vision will conduct a thorough background verification of the final candidate.

Labour Card is one of The requirement - come to wuwap Labour office

23-8-2023

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