South Sudan IT Coordinator

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| **JOB DETAILS**  |
| **DIVISION: International** | **TEAM: Service Operations** |
| **LOCATION: Juba, South Sudan**  | **CONTRACT TYPE: One Year (With Possibility of Extension)**   |
| **GRADE: C2 (South Sudan)** | **JOB FAMILY: Information Systems** |
| **SALARY: USD**  | **HOURS: 40** |
| **FLEXIBILE WORKING** We believe flexible working is key to building the Oxfam of the future, so we’re open to talking through the type of flexible arrangements which might work for you.  |
| **DIVISION PURPOSE:** Partnering across Oxfam GB (OGB) and the confederation, to create an efficient, safe, secure, feminist and partner led working environment, to deliver integrated services and enable organizational evolution based on our values and culture. **TEAM PURPOSE**: Our team provides a single point of contact, at an operational level, for the delivery of ‘live’ IS services to a defined customer base. We maintain relationships with all business divisions and endeavor to meet or exceed customer expectations in the delivery of all IS services we support. **JOB PURPOSE:** To provide effective leadership, technical and strategic IS and Communications guidance to the South Sudan country programme, ensuring managers and field teams receive timely and consistent technical advice and support for productive and effective use of IT Systems in the Programme. |
| **POST HOLDER REPORTS TO**  | Deputy Country Director, Operations; with Matrix Management by IS Service Operations Manager, Africa |
| **JOBS REPORTING TO THIS POST**  | Roving IT Officer and Country IT officer |
| **BUDGET RESPONSIBILITY**  | No  |
| **DIMENSIONS OF THE ROLE** * Managing and planning IT resource allocation of people and assets.
* Providing IT business critical technical expertise using a unique knowledge set.
* Coordinating the flow of work within a group of people for specific tasks
* Communicating with business managers and staff to advise, influence and determine IT operational business needs.
* Managing relationships with external organizations and agreeing major IT related contracts.
* Advising senior management on specialized areas of expertise.
* Solving operational/technical problems within their own area of expertise which may often be complex.
* Impact is significant across a department and/or limited across Oxfam at all levels.
* On the job training/guidance of junior staff.
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| **KEY RESPONSIBILITIES:** **Management and Leadership:** * Management of the IS Function in South Sudan (Juba and Field Offices) through proactive work, planning and coordination for efficient service delivery and to enable the Country Management and Regional Teams to make informed decisions on budgets, field operations and emergency response situations.
* Provide Programme Managers and other budget holders advice on IS assets and running costs to be budgeted for in new proposals and annual budgets.
* Prepare and roll out a Country-wide IS Business Continuity Plan to ensure minimal disruptions occur in the event of a major incident
* Coordination and IT support for field locations wherever the need for IT support is highest and ensure that they have a long-lasting positive impact on the IT practices and set up in each location.
* Ensure user compliance to internal policies and procedures across South Sudan and report to IS Service Manager in case of violations.

**Service Delivery Operations*** Act as the Primary point of contact for all service-related queries and requests and lead in IS Projects in South Sudan.
* Work with the Africa Service Desk team to ensure smooth running of the Service Desk within South Sudan by actioning and monitoring calls assigned to the team, resolving, or escalating to the Africa Service Desk Team.
* Manage the South Sudan Service Desk operations ensuring Service Level Agreement compliance – deliver support for all aspects of Service Delivery (e.g., Incidents & Requests, patching, client automation, endpoint deployments, Starters, Movers, Leavers etc.).
* Refer unresolved calls to the most appropriate resolver group and escalate calls to the correct level of management as appropriate
* Perform thorough analysis of all incidents to ensure that underlying trends and root causes are identified and permanently resolved.
* Regularly produce reports of customer satisfactions, SLA breaches in various forms to identify area of service improvement, new initiatives
* Manage user expectations and establish confidence in IS services and their outsourced partners, by proactively communicating service effect and achieved or missed SLAs. Ensure the formal process of identifying, communicating, and resolving ‘known problems’ is maintained and delivered.

**IT Technical Support:** * Lead in implementing and maintaining applications that assist staff in the programme in their day-to-day work while ensuring that all software and hardware installed in the OGB offices conform to OGB IS policies
* Provide configuration management for South Sudan (detailed recording and updating information on the enterprises’ computer systems including hardware and software) in the Configuration Management Database (CMDB) within ServiceNow.
* Implementing agreed IS strategies and policies and enforcing agreed software and hardware standards within South Sudan as guided by the Service Manager, Africa.
* Act as the Country Programme focal point for Continuous Service Improvement (CSI) initiatives working with the Africa IT Coordinator to ensure successful project implementations and learnings for CSI.
* Manage and Maintain the Infrastructure in Juba and Field offices as well as related network and power equipment.
* Assess, select, and manage IT service providers on service contracts (or support for Juba and field locations) ensuring the services provided conform to the set SLAs and continuous monitoring of the same.
* Put in place effective data management in the server ensuring data is backed up and restoration tested regularly to ensure business continuity.
* Management of South Sudan Active Directory Organisation Units to ensure that entry and exit of staff is well managed and information in the Active Directory is up to date and relevant.

**Capacity Building and Staff Management:** * Line management of Country IT Staff including recruitment and performance management as guided by IS Service Manager
* Capacity building and guidance to Country IT Staff ensuring that they have the right skills to carry out their task
* Organize and conduct formal induction to all new staff and ensure the same induction is carried out by Country IT Staff
* Build user capacity on good IS practices and offer specific application training as required (in liaison with Regional Team or external trainers if relevant)

**Other:*** Ensure that potential health and safety risks related to IT and electrical systems are identified and pro-actively dealt with in a timely basis
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| **PERSON SPECIFICATION**  |

**Most importantly, every individual at Oxfam GB needs to be able to:**

* **Live our values of INCLUSION, ACCOUNTABILITY and EMPOWERMENT.**
* **Ensure you commit to our THREE ORGANISATIONAL ATTRIBUTES:**

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| **1. Be committed to equal opportunities: demonstrating sensitivity to culture differences and gender equality.**  | **2. Be willing to learn and apply gender mainstreaming, women’s rights, and diversity and inclusion across all aspects of your work.**  | **3. Be committed to undertaking Oxfam’s safeguarding training and adhering to relevant policies, to ensure all people who come into Oxfam are as safe as possible.**  |

* **Ensure you actively ADOPT OXFAM’S FEMINIST LEADERSHIP APPROACH and applying the principles and twelve practices in your work. Read more about this here:**

*Read this guide to find out more about what our values, organisational attributes and feminist leadership approach mean for how we work <LINK TO BE ADDED FOR APPLICANTS>*

**For this role, we have selected two of the most relevant feminist Leadership practices for this role (which you can read more about** [**here:**](https://oxfam.box.com/s/wlftjli3h41lx4kksm0zxh73vgp6ng78)

1. **Self-Awareness**
2. **Systems Thinking**
3. **Mutual accountability**

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| **SKILLS AND COMPETENCE****Essential*** Bachelor's degree in Information Technology, Computer Technology, or a similar field.
* Minimum 5 years work experience in the Management of IT systems in a networked office environment, preferably in a similar environment as Juba and field office locations.
* Demonstrated expertise in office network and Windows server set up and maintenance.
* Experience in providing formal and informal IT training to technical and non-technical personnel.
* Strong troubleshooting, analytical, and problem-solving skills.
* Strong customer-service approach
* Able to communicate in English.
* Ability to work under pressure.
* Willingness to travel around South Sudan as required.
* Excellent interpersonal and communication skills.
* Ability to work with minimum supervision and willingness to work in a team environment, both locally and internationally.
* Understanding of the complexities of working in a multicultural environment.
* Fluency in written and spoken English

**Technical/Operational Expertise** * High level and proven IT skills with strong knowledge of network and communications technology, including but not limited to, server and PC operating systems, network architecture, IP based networks (voice and data), satellite communications, desktop solutions, email systems and ICT4D tools.
* Demonstrated understanding and appreciation of ITIL processes particularly in Customer Management and Incident and Problem Management
* Experience in the following areas.
* Automated software distribution tools
* Remote Support Tool such as Team Viewer
* Management of Active Directory and its policies within multi-site global environment
* Office 365 Administration

**Desirable** * Certification and professional training in Microsoft and Cisco/Meraki technologies with and knowledge on Cloud computing.
* At least three years’ experience as an IT Coordinator or related role.
* Previous working experience in the NGO Sector
* Ability to Speak Arabic and any other local language spoken in South Sudan.
* Knowledge and appreciation of Data Protection and compliance regulations.
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**Experience, Knowledge & Competencies**

**Safer recruitment:** All offers of employment are subject to satisfactory references and appropriate screening checks (which can include counterterrorism, safeguarding and criminal records checks).