



Vacancy Announcement

TITLE: IT Manager
BAND/LEVEL/GRADE TBD
DEPARTMENT Operations
LOCATION Juba, South Sudan

50-H-3
 Approved by Section Inspector,
 MOL/RSS/OT
 03/05/2023
 03 MAY 2023
 MINISTRY OF LABOUR
 REPUBLIC OF SOUTH SUDAN, JUBA

BACKGROUND:

The International Rescue Committee responds to the world's worst humanitarian crises and helps people to survive and rebuild their lives. Founded in 1933 at the request of Albert Einstein, IRC offers life-saving care and life-changing assistance to refugees forced to flee from war or disaster. At work today in more than 40 countries and in 25 U.S. cities, IRC restores safety, dignity and hope to millions who are uprooted by conflict or disaster. IRC leads the way from harm to home.

The IRC has a well-structured operational base in South Sudan. IRC is operating in ten field sites in South Sudan, covering five of the former ten states. With two offices in Northern Bahr el Ghazal (Aweil East and South), six offices in Unity State (Jamjang, Bentiu, Koch, Mayendit, Ganyiel and Nyal), one office in Maban in Upper Nile State, one office in Rumbek town covering the whole of Lakes, and one field office in Central Equatoria (Juba) for urban programming together with the South Sudan Country program office. The IRC has been one of the largest providers of aid in the region of South Sudan for over 25 years, delivering emergency relief and post-conflict assistance since 1989. Today, the IRC provides services for more than 900,000 people across the country, delivering lifesaving care and life-changing assistance.

Job Overview/Summary:

The IT Department supports the organization's work by providing reliable and scalable applications and infrastructure of the IRC's offices in the US and around the world, including many technologically challenging locations. An integral component of this effort is ensuring that Country Programs have the capacity to implement and support these IT initiatives effectively across the country offices and in the field sites. Reporting to the deputy director operations (DDO), the TTA will provide quality leadership and oversight of all IRC Country Office IT service functions, including assisting and facilitating the installation, configuration, staff training and operations support. A key aspect of this role is ensuring all technology implementations in-country conforms to the global IT policies and procedures hence working closely with the Regional IT director (RITD) is vital. Another key aspect of this role will be to establish an open channel to different working groups across the country program to ensure business needs are met and IT concerns were being addressed in a timely fashion.

Major Responsibilities:

- For increased learning and awareness for our end users, conduct bimonthly trainings and refresher session on IRC business and application tools.
- To foster Programs and IT partnership by understanding countries SAP priorities and supporting the Program teams on innovative integration of technology in the existing or upcoming outcome areas to ease efficiency, scale, and impact of our service delivery to clients.
- Using our existing dashboards, (nagios, meraki, location data app, monthly IT report and PACT) to interpret statistical data using data analytics for roundtable conversation with key stakeholders to aide decision making.
- In collaboration with our M&E teams, support program teams in building, creation, administration, analytics, and visualization of relevant power BI dashboards.
- Ensure proper and accurate documentation of office network details, Service or repair records of assets, licensing, asset management and creation of Knowledge base materials for learning purposes across peers.
- As part of service desk and SLA compliance on ticket resolution, Resolve level 1 and 2 incidents related to Integra, Applications, Active or employee directory issues, ISP concerns and escalate to relevant subject matter experts where necessary.
- Provide application and desk support to our end users on platforms such as {Dynamic 365 Integra, Box drive/Sign, SUN Systems, MS Teams usage and Office 365 applications}.



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- Reinforce Information security best practices, AUP, Phishing and social engineering principles within the work environment.
- Participate in the Country Program's vision and objectives via strong leadership, by selecting and implementing suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Work with field office IT staff and Field Coordinators to ensure timely delivery of IT project activities and resolution of IT issues.
- As a country department lead, mentor, coach, train and engage with the IT direct reports, schedule 1:1 sessions where appropriate and ensure the Global IT, Country Strategies and minimum operating standards are understood across the team.
- Stimulate, promote, and guide programs unit in utilization of Technology in programs activities and measurement (ICT4P) in collaboration with the HQ/IT Applications Department.
- Ensure data security and redundancy practices by collaborating with departmental leads to drive box adoption, box sign and file collaboration through box.
- Continue the drive and efforts to ensure all our critical operational or program application are hosted on cloud with minimal presence of on-premises infrastructure or applications.
- Partner with our SMEs in Devops, Data, Security, NOC, Engineering and PMO to drive the IT's strategic priorities within country programs.

Key Working Relationships:

Position Reports to: *Deputy Director Operations*

Position directly supervises: *IT Officer(s)*

Indirect Reporting: *Regional IT Lead - East Africa*

Other Internal and/or external contacts:

Internal: Program Coordinators, Finance Controller, HR & Supply Chain Coordinators, and Field Coordinators

External: Vendors and Consultants

Job Requirements:

Education: Bachelor's and or master's university degree in Computer Engineering and/or equivalent in relevant field

Technical Skills & Experience:

- At least 5 years' experience in IT Management and governance
- Strong troubleshooting skills, with the ability to effectively convey technical troubleshooting results to IT peers for seamless issue resolution.
- Familiarity with cloud technology platforms and its administration (Azure, Google and AWS)
- Experience in Virtualization technologies using VMware.
- Background in networking technologies using Cisco, Meraki and/or Cyberoam.
- Proficiency with client-server environment using Microsoft Server 2016 implementing Active Directory, DNS, DHCP and group policy objects.
- Familiarity in server and endpoint updating and patching methodologies.
- Excellent understanding on cloud computing and Data analytics
- Strong technical writing/documentation skills
- Experience in providing support in an environment that implements ERP is an advantage.

Soft Skills and Competencies:

- Excellent management, interpersonal and negotiation skills, and a demonstrated ability to promote harmonious/cohesive teamwork, in a cross-cultural context.
- Excellent presentation, verbal communication, and report-writing skills with the ability to convey information effectively in English.



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- Customer & client centered and service-oriented mind & attitude, and ability to work independently under pressure.
- Proven ability to plan long-term, organize priorities and work under administrative and programmatic pressures with detail orientation and professional patience.
- Strong diplomacy and collaboration skills in establishing positive working relationships with senior level management and all other stakeholders to maximize cooperation and productivity.
- Proven sense of professional discretion, integrity, and ability to manage situations diplomatically and to effective resolution.

Language Skills: Excellent English and communication skills including speaking, listening and writing

Computer Skill: High proficiency in supporting industry standard IT infrastructure and applications

Certificates or Licenses: A+, ITIL, PMP, Agile, Azure, Power Apps, MCSE or similar certifications preferred.

Working Environment: Based in the head office Juba, occasionally required to travel to field offices and join regional conferences and workshops, if required.

The IRC and IRC staff must adhere to the values and principles outlined in IRC Way - Standards for Professional Conduct. These are Integrity, Service, and Accountability. In accordance with these values, the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation.

We are committed to narrowing the gender gap in leadership positions. We offer generous benefits that provide an enabling environment for women to participate in our workforce including parental leave, gender-sensitive security protocols and other supportive benefits and allowances. We welcome and strongly encourage qualified female professionals to apply.

All staff, regardless of role, are required to create a culture of client responsiveness by requesting and using client feedback data to make decisions. In addition, all staff are expected to demonstrate inclusiveness when making programmatic decisions and working with clients, partners and colleagues from diverse backgrounds. You can read more about the IRC's commitment to client responsiveness here: <https://www.rescue.org/resource/client-responsiveness-introduction-and-faq>

IRC is an Equal Opportunity Employer. IRC considers all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status, disability or any other characteristic protected by applicable law.

How to apply: Interested applicants should submit a CV with 3 references and a copy of their national ID to Human Resources Juba IRC Country Head Office-Located in Goshen House 2nd floor or you can e-mail applications to SS-HR@Rescue.org not later than 23rd May 2023 @ 5:00pm.

NOTE: Only shortlisted candidates will be contacted and attach photocopies only while original will be asked at the interview panel and all the photocopies will remain the property of IRC.

CLEARLY LABEL YOUR APPLICATION, IT MANAGER - JUBA.

"WOMEN, MINORTITIES AND PEOPLE LIVINING WITH DISABILITIES ARE ENCOURAGED TO APPLY".

