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Approved by senior Inspectors
MOL/RS/1/1
19/08/2022



JOB OPPORTUNITIES FOR EXTERNAL ONLY

Position Title: ICT Officer

Report to: Executive Director

Post (1)

Duty station Leer, in Unity State with frequent visit to other field sites

Contract Duration Six Months renewable subject to availability of funds and acceptable performance.

Background

Mobile Humanitarian Agency is nonprofit-non-governmental National Organization founded in 2017, and legally registered under Chapter 5, section 10 of NGOs Act 2016. MHA's primary purpose is to safeguard the rights and well-being of conflict-affected communities through provisions of live-saving emergency assistance to the conflict & natural disaster affected population, protection monitoring in the hard-to-reach areas, to ensure people in needs have free and unimpeded access to humanitarian assistance. Our approach was drawn on vast experience in working with existing community-based structures, and we develop a practical and tangible actions that reduce people's vulnerability to violence, abuse, and we help them cope with its impact when it occurs. Our field protection work has been building the activities, and projects specifically to improve safety of civilians through safe programming, which ensures our humanitarian activities do not inadvertently create greater risk to those we are trying to assist.

MHA has static presence in Leer, and Mayiandit counties in Unity State, and in Pigi/Canal in Jongelie State, and we have dedicated Mobile team covering blink-spot and hard-to-reach locations where is limited presence of humanitarian partners.

Scope of your work

He/she will coordinate and deliver various ICT related services in accordance with established agency ICT policies, procedures, and service standards to support MHA's programming both in the field and head office. He/she will provide responsive, professional service and technical support to MHA staff and partners to ensure efficient operation and use of MHA information sharing, communication, and collaboration with other humanitarian partners.

Job Responsibilities:



- Deploy, configure, and maintain ICT systems and databases, including networks, servers, and telecommunications. Troubleshoot and address issues to ensure optimal performance.
- Configure and maintain applications and user devices. Provide timely and quality service delivery, technical support, and advice to user requests to ensure proper user access to agency business data and information.
- Maintain inventory of ICT equipment, hardware, and software and ensure adequate supply and functionality, in collaboration with relevant staff, Provide input to budget for ICT-related expenses.
- Coordinate relationships with suppliers to facilitate delivery of ICT-related services that meet MHA business requirements and needs.
- Support capacity-building initiatives, remotely or on-site, to staff and partners to ensure efficient and consistent adoption and use of ICT applications.
- Prepare statistical reports on ICT-related data and metrics. As needed, implement measures to ensure required standards are met.

Education and Experience

- Bachelor's degree in IT-related field Computer Science, Computer Networking, Programming, and Information Systems required. Significant work experience in a directly related field combined with appropriate training/certificates may substitute for a degree.
- Minimum of three years' work experience in a position with similar responsibilities.
- Experience in introduction, design, implementation, and adoption of relevant technology and data management tools.
- Demonstrated capacity in the management of network/server software and hardware devices and platforms.
- Grasp complex network, security, mobile, desktop, server, telephony, backup, application, and database technologies.

Personal Skills

- Good relationship management skills. Ability to relate to people at all levels internally and externally with a strong client-service focus.
- Strong communication skills with the ability to communicate technical ideas and concerns in a non-technical manner.
- Strategic, analytical, systems thinking, and problem-solving skills, with capacity to see the big picture, make sound decisions, and offer non-standard solutions.
- Able to maintain confidential information.
- Proactive, resourceful, solutions-oriented and results-oriented.
- Basic understanding of business analysis concepts and best practice.
- Demonstrated experience building ICT capacity with professional staff.

Minimum Requirements:

1. Bachelor degree in statistics/demography/economics or other relevant areas.
2. Minimum of 5 years' work experience in development, with at least 3 years of experience in monitoring and evaluation; experience in Livelihood projects a plus



3. Thorough familiarity with principles and current approaches to M&E – including skills in basic data analysis and interpretation using ICT4D and implementing accountability and learning systems
4. Experience working in an emergency context
5. Proficiency with Microsoft Word, PowerPoint, Excel and data analysis software platforms.
6. Ability to work in a team and support concurrent projects/assignments.
7. Excellent oral and written communication skills in English.
8. Proven experience of mentoring and capacity building of team / partners including training facilitation skills
9. Flexibility and ability to work under pressure and meeting deadlines in changing situations

Disclaimer Clause:

This job description is not an exhaustive list of skills, effort, duties and responsibilities associated with the position. **MHA recruitment and selection procedures reflect our commitment to protecting PSNs and vulnerable from abuse and exploitation.**

“I understand that MHA takes all allegations of abuse and exploitation seriously. Abuse or exploitation of Beneficiaries and children or vulnerable persons is grounds for immediate dismissal.”

Interested candidate should send cover letter, CV with three references names and contact information to mobilehumanitarianagency@gmail.com by **September 12th 2022**, or hand delivery to MHA Office along Juba Nabari/kololo Road near GOAL head office in Tonpiny residential area, addressed to Admin & Finance Officer.

Only selected candidates that meet the requirements will be notified.

NB, due to urgent need to fill in this position, MHA shall review the applications before the deadline!!!

