

SD:HS
 27-05-2024
 7 MAY 2024
 MINISTRY OF LABOR
 REPUBLIC OF SOUTH SUDAN

JOB VACANCY ADVERTISEMENT

International Medical Corps never asks job applicants for a fee, payment, or other monetary transaction. If you are asked for money in connection with this recruitment, please report to International Medical Corps at the website provided at the end of this document

Job Title:	IT Assistant 2 position
Country Program:	South Sudan
Location of Position:	Juba
Report To	Logistic Coordinator
Position Opened for:	South Sudanese only (Internal/External)
Desired Start Date:	1/July/2024
Advertised date	27/May/2024
Closing Date for Applications:	13/June/2024

Organizational Background

International Medical Corps is a global, humanitarian, nonprofit organization dedicated to saving lives and relieving suffering through health care training and relief and development programs. Established in 1984 by volunteer doctors and nurses, International Medical Corps is a private, voluntary, nonpolitical, nonsectarian organization. Its mission is to improve the quality of life through health interventions and related activities that build local capacity in underserved communities worldwide. By offering training and health care to local populations and medical assistance to people at highest risk, and with the flexibility to respond rapidly to emergency situations, International Medical Corps rehabilitates devastated health care systems and helps bring them back to self-reliance.

PURPOSE OF THE POSITION: ICT/ LOGISTICS

The IT assistants under the direct supervision of Logistics Coordinator shall be responsible for providing IT support services to IMC users, assisting in Facilitating the installation, configuration and maintenance of IT equipment/ infrastructure, technical support, IT staff training/capacity

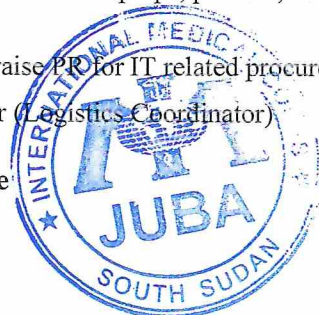


building and operations of IT activities within IMC South Sudan Mission. IT Assistants shall be responsible to follow IMC and Mission IT Policies & procedures.

Essential Job duties / Scope of Work:

- Work with end user in collaboration with Line Supervisor and technical link (HQ IT Service Desk) on solving Primary issues in Country Level
- Resolve or escalate critical issues on request to appropriate internal or external resources (HQ IT Service Desk/ Management/ Vendor) as necessary.
- Liaise with country level ISP's for the purpose of improving the system and resolving any breakdown in Internet Service Provision.
- Ensure KASE (Security IT Tickets) are handled properly.
- Ensure ESET Endpoint Security Antivirus system is installed, maintained and updated all IMC Laptops in mission level.
- Work with HQ IT Service Desk to create emails, update mailing list and keep proper tracking of email address.
- Offer System admin support to servers, Servers OS, Domain and essential network services.
- Laptop hardware/ software configuration, installation, repair and maintenance.
- Local Area Network, Wireless Network, peer-to-peer or client architecture as appropriate.
- Provide monitoring reports with information on condition of network and ISPs to Line Supervisor to assist with timely upgrades and necessary changes.
- Perform preventative maintenance on all IMC laptops and network resources.
- Ensure server backup system works well on a regular basis and for any troubleshooting seek support to HQ IT Service Desk.
- Work with Site logistician to update and maintain network documentation to include not limited to IP address, system access, email management, upgrades and changes as if require.
- Diagnose hardware and software for any faults and come with solutions.
- Closely collaborate with HQ IT Service desk for technical direct support for Mission IT standard & infrastructure.
- Help in empowering staff on basic care and maintenance of computers and other peripheral devices; safe handling and general operation of Computers and accessories and ensure that all IMC staff follow IT policies and procedures.
- Implement available plan of repair of dysfunctional laptops, printers, scanner, it equipment...etc.
- Provide input on IT related purchases and raise PR for IT related procurements.
- Any other duties assigned by the supervisor (Logistics Coordinator)

Prevention of Sexual Exploitation and Abuse





- Actively promote PSEA (Prevention of Sexual Exploitation and Abuse) standards within IMC and amongst, vendors-suppliers and beneficiaries served by IMC.

Compliance & Ethics: Promotes and encourages a culture of compliance and ethics throughout International Medical Corps. As applicable to the position, maintains a clear understanding of International Medical Corps' and donor compliance and ethics standards and adheres to those standards. Conducts work with the highest level of integrity.

Ethical conduct for IMC staffs: The International Medical Corps maintains a code of standards of conduct that shall govern the performances of its employees engaged in the award and administration of contracts. No employee, officer, or agent shall participate in the selection, award, or administration of a contract supported/ by donor funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or about to employ any of the parties indicated above, has a financial or other interest in the firm selected for an award. IMC officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, or parties to sub-agreement. These standards shall provide for disciplinary actions to be applied for violations of such standards by IMC officers, employees, or agents.

Required Skills

Good knowledge of NGO IT Management procedures and/or, IT Technician. Overall knowledge & skill in IT operation and maintenance. Ability to Work within teams under tight deadlines. The successful IT Assistant should demonstrate good learning attitude, organizational and communication skills. He/ She would be detail-oriented team players with the ability to multi-task and meet deadlines. As IT Assistant typically work with the HQ IT Service Desk and field IT responsible. Advance knowledge on computer operations.

Required Qualification

Must be South Sudanese by nationality. **Should hold a Diploma and/or University Degree in a relevant IT and/or, computer science.** Relevant minimum full 1 year of experience in humanitarian Logistics operation; CCNA Course desired, MCSE or equivalent experience is a plus, Strong organizational skills and discipline to follow outlined procedures; ability to interact effectively with International and National personnel. Excellent oral and written English skills as well as Juba Arabic. Excellent communication skills and problem-solving ability; Team player; Result focused and cost-conscious and Ability to work independently as well as cooperatively with team members.

HOW TO APPLY

Interested candidate (**South Sudanese Nationals**) who meets the above criteria, should submit their Application (cover letter) indicating daytime, contact numbers, copies of Updated CV with at least three referees, their telephone and email-contacts, South Sudanese Nationality ID Card or Passport, Birth Certificate, Academic Certificates,





(Documents are not returnable once submitted) addressing to Human Resource Department IMC. If you are submitting your application through email, please submit to SS-Recruiting@internationalmedicalcorps.org. Hand delivered applications should be submitted to Juba Head Office Plot No 555, block :3-K Ton-Piny North, 1st Class Residential Area, Juba, South Sudan, Or to IMC Malakal Office

Note: Clearly indicate the position you are applying for on the back of your Envelop OR on subject line of your e-mail.

Closing date for receiving application:
13/June/2024

Please note applications received will be reviewed on a rolling basis and this position might be filled before the closing deadline.

We appreciate your Applications; however, Only Shortlisted Candidates will be contacted for interviews.

Website for reporting misconduct: www.InternationalMedicalCorps.ethicspoint.com. Please do not submit your CV or application to this website, it will not be considered for review

