



JOB VACANCY ANNUNONCMENT

External

N0.IT-MBN/2023/02/28-46-N

- Job Title:** IT Assistant (1-National)
Location: Maban County, Upper Nile State
Duration: 3 months with possibility of extension and subject to availability of funding
Reports to: Logistics Coordinator.
Start Date: ASAP
Eligibility: South Sudanese National Only.

About RI: Relief International is a leading nonprofit organization working in 20 countries to relieve poverty, ensure well-being and advance dignity. We specialize in fragile settings, responding to natural disasters, humanitarian crises and chronic poverty. Relief International combines humanitarian and development approaches to provide immediate services while laying the groundwork for long-term impact. Our signature approach – which we call the RI Way—emphasizes local participation, an integration of services, strategic partnerships, and a focus on civic skills. In this way, we empower communities to find, design and implement the solutions that work best for them.

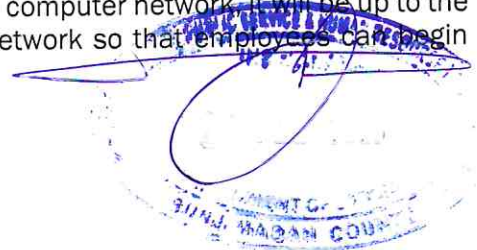
General POSITION SUMMARY:

The IT assistant is based in Maban field Office and reports to the Logistics coordinator. S/he is responsible for to install, configure, and maintain computer network systems for an Organization. S/he is responsible for ensuring that the office’s computer network is functioning properly and up-to-date. S/he is responsible to install and maintain computer systems and networks aiming for the highest functionality. S/he is also “train” users of the systems to make appropriate and safe usage of the IT infrastructure.

ESSENTIAL JOB FUNCTIONS:

1. Installation and Configuration

- In the event that their company purchases a new computer network, it will be up to the IT assistant to install and configure that new network so that employees can begin





using it as quickly as possible. Additionally, new computer networks will have to be configured to suit the organization's unique needs by registering to Azure AD and manage by Microsoft Endpoint manager Admin.

2. Setting up Peripherals

- Many peripherals have to be set up in order to complement the computer network. These can include things such as printers, keyboards, routers, modems, and smart devices. It is the IT assistant's responsibility to set up those peripherals and ensure that they are both functional and secure.

3. Maintenance and Repair

- Even if a computer network and all its peripherals are set up flawlessly, issues will still arise on a daily basis. IT assistants have to check their company's network for errors, repair malfunctioning peripherals, and help colleagues troubleshoot problems.

4. Support to Staff IT needs

- Once it has come to help desk and I.T assistant have to help the staff if with phone call of even one-on- one if required, and emails regarding technological problems.

5. Keeping Records

- As part of their ongoing work, IT assistants are typically required to keep detailed records of their network's configurations, peripheral specifications, problems and solutions, and more. These records help their company address issues more quickly in the future.

Reporting: Daily reporting of all IT related activities, issues and problems to logistics coordinator

Systems Compliance and Improvement:

- *RI South Sudan specific finance, logistics, IT, security, communications and human resource/administration policies and procedures.*
- *Any new procedures and guidelines designated in circulars from the program manager or Country office.*

Policy compliance – Mandatory Reporting Policy (MRP):

- *Ensure any violations of the RI Sexual Abuse and Exploitation Code of Conduct are reported to the Program Manager/coordinators. The reporting of violations is an obligation on the part of all staff members.*
- *Assist where necessary in undertaking activities that aim to prevent the occurrence of sexual abuse and exploitation of beneficiaries by RI and other humanitarian workers*

Confidentiality:





Ensuring the non-disclosure of any information whatsoever relating to the practices and business of RI acquired in the course of duty, to any other person or organization without authority, except in the normal execution of duty.

Note: The role of the IT assistant cannot be limited to the specific duties and tasks detailed herein. The success of the RI humanitarian mission is the highest priority and all issues, which arise, must be addressed accordingly. Therefore, the IT assistant will be required to manage all unforeseen issues and circumstances and remain flexible to perform other duties, as and when required.

Qualifications, Skills and Experience:

Education: Completed University degree in Computer Science, engineering or relevant field

Experience:

- At least 2 years' experience working in the required field
- Proven capacity to work well as part of a team
- Excellent communication skills and a willingness to be respectful, kind, sensitive and empathise with all beneficiaries and their carers
- Willingness and capacity to be flexible and accommodating when faced with difficult and frustrating working conditions
- Prepared to live and work in an uncertain security environment

Desirable:

- Proven experience as **IT Technician** or relevant position
- Excellent diagnostic and problem solving skills
- Excellent communication ability
- Outstanding organizational and time-management skills
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles

Functional skills and knowledge:

- Remains productive when under pressure.
- Works collaboratively with team members to achieve results.
- Relates and works well with people of different cultures, gender and backgrounds.

IT: Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional)

Languages: Fluency in English and Arabic

- knowledge of the local language is an asset

RI Values

We uphold the Humanitarian Principles: humanity, neutrality, impartiality, and operational independence. We affirmatively engage the most vulnerable communities. We value:

- Inclusiveness
- Transparency and Accountability
- Agility and Innovation



- Collaboration
- Sustainability



Confidentiality

- Ensuring the non-disclosure of any information whatsoever relating to the practices and business of RI acquired in the course of duty, to any other person or organization without authority, except in the normal execution of duty.
- Protect patient and beneficiary information.

General Condition for qualification:

Applicant must not be person who has bad record or has been convicted of Sexual Exploitation and Abuse (PSEA), Sexual Harassment and Child abuse.
Should have completed all Policy trainings in RI academy

HOW TO APPLY:

Aspiring potential interested applicant should complete **Job application form**, which can be collected at Relief International field office in **Doro/Batil**, or this form can also be downloaded from same website where this advertisement is posted.

The job application form once completed, should be submitted along with motivational letter and copies of academic documents in seal envelop clearly marked **ICT Assistant NO. IT-MBN-2023-02 - 27-46 -N** to Relief International main office in **Doro/Batil** field office.

OR

Send your completed job application form via Email to recruitments@ri.org

Deadline: March 14th 2023, 5 pm SSD local time.

- Females are highly encouraged to apply
- Only shortlisted applicants will be contacted.

