



<b>Job Title:</b>	<b>Information Technology (IT) Assistant (01 Position)</b>
<b>Job Location:</b>	<b>Juba – South Sudan</b>
<b>Reporting to:</b>	<b>Senior HRO</b>
<b>Starting Date:</b>	<b>23<sup>rd</sup> April 2024</b>
<b>Closing date:</b>	<b>13<sup>th</sup> May 2024</b>



**INTRODUCTION:**

ACROSS is an Interdenominational Church based organization which strives to provide humanitarian assistance (including emergency/relief, rehabilitation and development work) to local communities, internally displaced persons, refugees and other vulnerable communities to enable them to realize their purpose and value as human beings. ACROSS in South Sudan is urgently looking for a competent qualified South Sudanese for the position of **IT Assistant**.

**Main Job Purpose:**

The job holder will work with the IT Team to ensure that the Organization's targets are reached, offer effective helpdesk support in various scope extend tirelessly and a competent Technician in the IT field to support in dealing with trouble shootings and the smooth running of the organization in line with ACROSS ICT policy.

**JOB FUNCTIONS:**

**The roles and responsibilities of the IT Assistant will include:**

**Hardware Management.**

- Maintenance of laptops.
- Maintenance of desktops.
- Maintenance of printers.
- Maintenance of Internet equipment.

**Software Management.**

- Microsoft Windows Operating Systems Installations and Activations.
- Microsoft Office Installations and Activations.
- Virus scanners and Antivirus Installations and Activations and Updates.
- Professional Program Installations and Maintenances like activation and Updates.
- Daily Helpdesk technical Support to all Staffs within Juba and Remotely to all our field site Locations in South Sudan and Uganda and beyond.
- Website activities like maintenance and monitoring frequently.



- Creation and management of ACROSS Official email addresses or Accounts on the mail domain or system.
- Configuration of the official email accounts on the computers both on desktops, laptops and smartphones for the staffs.
- Installation and maintenance of all the printers for use by staffs.
- Internet and WIFI connection and logins for staffs.
- Internet and WIFI Installation and Maintenance in Juba base and in the field site locations frequently.
- Internet and WIFI network troubleshooting and maintenance in Juba and to the field locations of ACROSS.
- Field trips to troubleshoot and fix internet problems.
- Field trips to install Vsat Internet in our field site bases.
- Configuration, reset and replacement of Access Points (Nano Stations) for boosting internet in Juba and in the field.
- Providing right and good electronics specifications for ACROSS assets for procurements for Juba and all field offices which includes desktops, laptops, smartphones, screen monitors, printers, extension cables, flash discs etc.
- Online meetings' software installations and meeting aid to staffs e.g on zoom, Microsoft teams etc.
- Coordinating and managing ISP services for ACROSS in general for Vsat and WiMAX plus fiber internet.
- Verifying and approving delivered electronics from suppliers through procurement.
- Walking staffs through on phone to fix technical problems especially when we are far apart E.g., with those in the field.

**MINIMUM QUALIFICATIONS & EXPERIENCE REQUIRED:**

**a. Education:**

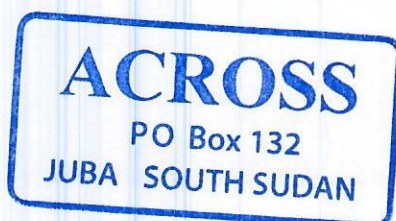
- Bachelor's degree in Computer Science or ICT
- Diploma in Computer Engineering or Cyber Security may be considered.

**b. Work Experience:**

- 3 years working experiences in a busy environment.
- 2 years' work experience in an IT Administrative role or equivalent.

**PERSONAL SKILLS/ATTRIBUTES REQUIRED:**

- A committed Christian of good character and values.
- Excellent analytical skills.
- Good interpersonal, communication and negotiation skills
- Good organizational skills



- Willingness and ability to adapt to changing work requirements and priorities that may require overtime or extended hours.
- Computer, Microsoft Office.
- Inventory Management Package.

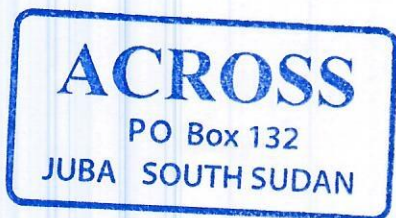
**Desirable Qualifications and Skills**

1. Knowledge of policies and procedures of ICT.
2. Commitment to Child protection, Prevention of SEA and Safeguarding of Adults.
3. Commitment to help persons of concern and willingness to cooperate with counterparts.
4. Strong interpersonal and communication skills in a multi-cultural setting.

**If you believe you meet the above qualifications, please send us soft copies of your Curriculum Vitae (CV), copies of relevant Academic documents, Nationality Certificate, Cover Letter and a written Personal Christian Testimony by email to [recruitment@across-ssd.org](mailto:recruitment@across-ssd.org) in one file document or deliver hardcopy to ACROSS Main Officer – Juba.**

**Important to Note:** ACROSS has a zero-tolerance approach to conduct such as fraud, sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination, corruption and bribery. All selected candidates will be expected to abide and adhere to ACROSS' standards of conduct and will therefore undergo thorough background checks through a number of means. Selected candidates will also be required to provide additional information as part of the verification exercise. Misrepresentation of information provided during the recruitment process may lead to disqualification.

- **Applications without Personal written Christian Testimony (Not letter from the church) will not be considered.**
- Only shortlisted candidates will be contacted.
- **This Vacancy is open to qualified South Sudanese nationals only.**
- Applications once received are NOT Returnable.
- **Application letter, updated CV & Copies of only relevant academic documents should come in as one document).**



**END**

