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21-12-2023

ZOA Dorcas (ZD) South Sudan is a faith-based organization that was established in May 2022 as a result of the merger between ZOA and Dorcas in South Sudan. Both organizations were individually present in South Sudan for a long period (ZOA since 1998; Dorcas since 2008). Our complementary expertise and geographical coverage enable us to achieve more impact in reaching those most affected by crises. ZOA Dorcas supports communities affected by conflict and natural disasters in hard-to-reach areas in South Sudan. The organization has extensive experience and expertise in the following sectors and themes: Food Security and Livelihoods (FSL), WASH, Peacebuilding & Reconciliation (including socio-therapy) as well as TVET & Inclusive entrepreneurship. Localization (building institutional capacity of local partners), Cash & Voucher Assistance, Disability Inclusion and Women Empowerment are crosscutting themes (. ZOA Dorcas South Sudan is active in Western Bahr El Ghazal, Warrap, Northern Bahr El Ghazal and Jonglei State as well as Greater Pibor Administrative Area. ZOA Dorcas is looking for an English and Arabic-speaking South Sudanese, for the position of:

**IT Support Officer**  
**(Stationed in Juba, South Sudan)**  
Starting date: as soon as possible  
Frequent travel is required

**Purpose of the position**

IT support officer for all ZOA Dorcas staff. Ensuring optimal user experience by installing and maintaining workstations, handling user requests and issues, train users, ensure IT security and maintain office network

**Main responsibilities:**

- Supporting end users as first point of contact and resolving issues and requests
- Training users in using ZOA information systems and basic computer skills.
- Purchasing, installing and maintaining workstations and manage lifecycle of IT assets.
- Ensuring workstations and network is compliant with ZOA IT policies
- Maintain network and IT equipment in local network, making sure backup are made, security updates are installed, and printers and where applicable telephone systems are functioning.
- Monitoring internet connection, liaising with provider to ensure speed is met and keeping up-to-date with local internet trends and developments.
- Manage User accounts and facilitate IT onboarding and offboarding of country staff.
- Implement changes to network in corporation with Head Quarters IT
- Identify possibilities for improvements in order to increase efficiency and effectiveness.
- Support for internal, external and donor audits of IT systems and data.
- Other reasonable duties assigned by the line manager.

**Experience and Qualifications:**

- University Degree in Computer Science or Information Technology

- Has an good command of the English [**and local**] language
- Can convey information in a clear and non-technical way.
- Good social skills
- Analytic thinking: Can approach a technical problem and unravel it into manageable parts.
- Customer oriented:
  - Listens well to the customer/user and actively demonstrates responding to the wishes/expectations of the customer/user.
- Expertise:
  - Windows 10,11, Microsoft Office
  - Microsoft 365 cloud
  - Basic networking (routing switching, wifi, cabling)
  - Maintains high standards with regard to own professionalism and that of others.
- Planning and organisation: Is able to deal with multiple tasks and demands at the same time, plan and organise activities in an efficient and effective way:
  - Works in a planned and structured way and ensure the timely completion of activities.
- Technical insight.
- Willingness & ability to learn
- Support of the Christian identity of ZOA Dorcas.
- Full support for the vision and mission of ZOA Dorcas.

**We offer:**

ZOA Dorcas offers the opportunity to become part of a growing International NGO with a dedicated team of professionals. ZOA Dorcas offers a suitable pay and benefits package that is justifiable to our donors. Furthermore, you will be offered an initial 12 month contract. Depending on continued funding, your performance and fit with the organization and staff, the contract may be extended.

**Information and application**

Interested and qualified candidates are kindly invited to send a cover letter and resume (both in English) no later than **16<sup>th</sup> January 2024** to [recruitment.southsudan.wau@zoadorcas.ngo](mailto:recruitment.southsudan.wau@zoadorcas.ngo)  
 In your cover letter please reflect on your motivation for wanting to become part of ZOA-Dorcas, being a Christian organization.

Only shortlisted candidates will be contacted. Due to the urgency to fill this role, applications will be reviewed on a rolling basis. Should you wish to apply for this post you are kindly advised to submit your application as soon as possible.

**Note:**

**This position is for South Sudanese Nationals ONLY.**

ZOA Dorcas is an Equal Opportunity Employer. **For this position, women are specifically encouraged to apply.** Human dignity is central to our work, and we look for candidates that adhere to our core values: We are People Centered, Good Stewards, Faithful and We Serve with Integrity. ZOA Dorcas is committed to the protection of



children and adults from (sexual) exploitation and abuse and has **Zero Tolerance** in case of breach of our code of conduct. ZOA Dorcas staff are expected to uphold these values and share our commitment. ZOA Dorcas will perform due diligence checks for this vacancy.

*All staff are required to sign and adhere to the ZOA Dorcas Code of Conduct including Child Safeguarding (following guidelines of PSEA - Protection against Sexual Exploitation and abuse). Recruitment is subject to successful completion of all applicable background checks, including references and criminal record checks.*

