

*To World Vision
Approval by Director of Labour Service & HR to be advertised
for those who want to apply for this post.*

*By HSE/DG/HR
Director of Labour
& HR*



World Vision

Our Vision for every Child, Life in all its Fullness; Our Prayer for every heart, the will to make it so

Building Brighter Futures for Vulnerable Children

JOB OPPORTUNITY AT WORLD VISION INTERNATIONAL – SOUTH SUDAN

World Vision is a Christian Relief, Development and Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is conditioned upon successful completion of all applicable background checks, including criminal record checks where possible.

World Vision South Sudan is now seeking for a qualified and dynamic Individuals (**Man or Woman**) who are willing to share in our vision and promise to Children, to join us in the role below:

Job title: Zonal ICT Officer
Reporting to: ICT Manager
Location: Malakal, Upper Nile Zone
Availability: As soon as possible

Purpose of the position:

To support and maintain the day-to-day effective functioning of WV South Sudan's field-based information and telecommunication systems, through the provision of client-oriented service.

Major Roles and Responsibilities.

- Enhance field communication/connectivity:
 - Ensure connectivity/network infrastructure in Malakal and other field offices in the zone are properly managed and maintained per WVIT standards
 - Deploy/support deployment of new VSAT installations in zone
 - Monitor VSAT connectivity statistics/reports to rectify sub-optimal performance to ensure sites support critical business applications
 - Ensure optimal functioning of power system in the zone to support efficient operation of communication equipment.
- Asset Management, System and Data Backup Maintain up-to date IT assets register in the zone
 - Ensure movements of all ICT assets within the zone are tracked, recorded and updated. Ensure timely repair and maintenance of IT assets to minimize effect on staff productivity
 - Ensure data backups are done on bi-monthly basis for business continuity
 - Improve local IT processes and

procedures to leverage on IT assets acquisition and usage Ensure all computer systems are up-to date with latest antivirus.

- Help-desk support Provide L1 and L2 support for IT related issues All requests are logged in WV Customer Support System (ServiceNow), resolved and followed escalated tickets to resolution Ensure all tickets assigned are attended and resolved within agreed SLA.
- Staff capacity building Manage structured end-user staff training to ensure optimal and efficient use of ICT systems e.g. OneDrive, MS Teams, Box, O365, Lotus Notes etc. Better collaboration with peers for knowledge sharing Build the capacity of other team members in resolution of technical issues Develop and implement ICT clinic programs on quarterly basis to users in the office.
- Regular/day-to-day activities Report on a monthly basis on IT support services provision, and advise the IT Manager on issues related to the effective and efficient provision of IT support services in the zone Daily monitoring and administration of LAN network through Meraki, other network monitoring tools Prompt and timely troubleshooting of connectivity issues Provision of daily helpdesk services

Qualifications: Education/Knowledge/Technical Skills and Experience

The following may be acquired through a combination of formal or self-education, prior experience or on-the-job training:

- A first degree in Information Technology, Telecommunications Engineering or Computer Science or in any related field At least one Professional Certification e.g. GVF, Microsoft Certified Professional, Cisco (CCNA) etc.
- At least three year's working experience in a networking/telecommunications environment Good working knowledge of telecommunications technologies (satellite/VSAT technology, wireless networks, HF and VHF Radio, microwave) and Network Architectures for both Local Area Networks and Wide Area Networks Excellent working knowledge of Internet technologies, including: TCP/IP suite of protocols; Internet security; Internet routing; Voice over Internet Protocol) Good working knowledge of Microsoft Windows Operating Systems configuration and administration Good working knowledge of office automation applications (Microsoft Office), Office 365 and Lotus Notes Customer-focused. Must demonstrate a strong willingness to meet the customer's needs while balancing the organization's needs and priorities
- Excellent analytical, problem solving and negotiation skills Excellent communication and interpersonal skills. Must be able to work in a multi-cultural environment Demonstrates eagerness and aptitude for acquiring necessary technical knowledge, skills and judgment to accomplish a result or to serve a client's needs effectively Excellent time-management skills. Able and willing to meet deadlines. Ability to work in, and contribute to, team building environment Must be able to speak, understand and write fluent English

World Vision South Sudan is willing to pay a competitive salary and benefits to the right candidate.

HOW TO APPLY

Interested candidates (**South Sudanese Nationals**) who meet the above criteria should submit their application, cover letter and an updated CV with at least three referees with their telephone and email contacts. Address your application to: **The Human Resource Manager, World Vision South Sudan**

Indicate the position you're applying for in the subject line.

Applications should be submitted to this email recruitsdno@wvi.org or drop to the locations indicated above.

Closing date for receiving applications is: December 4th, 2020.

Please note that only shortlisted candidates shall be contacted and documents once submitted will not be returned to the candidates.