



Are you aiming to work for an organization where it is worthwhile investing your personality, your skills, and your time? Are you looking for a job that is exciting and has clear goals? Welcome to Welthungerhilfe (WHH) - one of the largest and most respected private organisations for development cooperation and humanitarian aid in Germany. Our vision is clear: "Zero Hunger by 2030" - If you want to become part of our global mission to end hunger around the world, we look forward to receiving your application as:

### IT & Digital Data Protection Manager – Re-advertisement

Based in Juba.

Announcement date: 21/06/2023

Closing date: 10/07/2023

Salary Grade: 8

Contract duration: 12 months. Three months of probation period.

### Project background

Welthungerhilfe in South Sudan has been implementing activities in nine locations in the states of Northern Bahr el Ghazal, Greater Equatoria and Unity since 2011, with its programs in humanitarian assistance, rural development, livelihoods, nutrition and food security, and WASH sectors. Currently WHH South Sudan implements projects across five states in South Sudan.

### Job purpose:

The post holder is responsible for providing a high-level IT and application support to WHH country office and its sub-offices. Coordinate with Regional IT department to administrate IT services such as WHH's office 365 and exchange online accounts, Adobe, ArcGIS Licensing, and internet maintenance and troubleshooting.

IT Manager will support the Head of Operations in delivering a first-class support service to WHH staff and offices, acting primarily in a first line support capacity, resolving issues in person, over the phone or via remote connectivity.

IT Manager reports to Head of Operations and line manages IT Officer. Works closely with Regional IT Advisor.





## Key responsibilities:

### Duties and Responsibilities

#### A. IT

- Install and configure computer operating systems, printers, networks, and applications.
- Monitor and maintain WHH's network performance.
- Troubleshoot hardware and software issues in person, remotely and via phone.
- Ensure all WHH users have access to all relevant licensed software, including Adobe, MS office and GIS software.
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- Ensure procurement of IT equipment meets WHH's global standards.
- Ensure IT equipment is updated in the asset database and stock in cooperation with the Logistic Expert.

#### B. Data protection

- Maintain the project's/programme's hardware and software.
  - Ensure the functioning of all hardware (laptops, servers, desktop computers) in accordance with Welthungerhilfe standards.
  - Maintain printers, digital cameras, scanners and other hardware components.
  - Ensure smooth running of all software packages used at Welthungerhilfe office.
- Manage the installation and security of information technology components and systems.
  - Manage the overall administration of the IT system.
  - Install and maintain a local area network (LAN)
  - Document installation and settings on the server and on each computer
  - Establish proper back-up systems and ensure system security.
  - Periodically update anti-virus software

## Your profile:

- Degree or equivalent in Information Technology, Computer Science, or relevant field.
- Minimum 3 years of experience supporting IT services in a medium to large internationally focused organization preferably NGO.
- Extensive experience with Windows operating systems and other Microsoft technologies such as office 365 applications, Exchange online, and SharePoint online.
- Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery.
- Knowledge of network management.
- Familiarity with ArcGIS and Adobe (licensing and installation).
- Fluent written and spoken English.

## Application procedure:

Interested applicants can submit their application (max. four pages) in English, including copies of certificates/ diplomas, national ID, providing names of three referees and a telephone contact.

Applications should be submitted by email to [info@imatongemploy.com](mailto:info@imatongemploy.com) Subject-line must be "APPLICATION IT & Digital Data Protection Manager".



Hard copies may be dropped to the Imatong Employment Solutions office in Hai Kuwait – please contact +211 921 277 383 for directions.

Please note that incomplete applications will be disregarded. Only shortlisted candidates will be contacted.

Questions regarding the position can be directed to e-mail: [info@imatongemploy.com](mailto:info@imatongemploy.com) – please mark the e-mail with “Questions – IT & Digital Data Protection Manager”.

Applications should not reach later than 10<sup>th</sup> July 2023 at 5:00pm

**Only short-listed candidates will be contacted. Qualified females are strongly encouraged to apply.**

