



Catholic Medical Mission Board
Job Advertisement
ICT Senior Officer

Position Title: ICT Senior Officer
Department: Operations
Location: Yambio
Reports: Finance and Admin Director
Deadline: July 28, 2023

ABOUT CMMB

Catholic Medical Mission Board (CMMB) is an international developmental organization that believes in a world in which every human life is valued, and health and human dignity are shared by all. We believe that access to quality healthcare is a basic human right. For nearly 110 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children and their communities. For further information on CMMB South Sudan, visit our webpage at www.cmmb.org.

CMMB has been working in South Sudan for over a decade providing a package of integrated health services to vulnerable populations through its Children And Mothers Partnerships (CHAMPS) program. CHAMPS focuses on redressing issues that affect the health and wellbeing of mothers, children and newborns. CMMB supports the Ministry of Health (MOH), working with other health partners, to provide a continuum of care through integrated health services (MNCH, nutrition, WASH, Child Protection and GBV) and health infrastructure strengthening at the community, facility, County and State levels. CMMB also supports Health Information System strengthening through accurate and timely electronic systems, reproducing and disseminating health registers and training of SMOH data clerks.

JOB SUMMARY

Under the guidance and direct supervision of the Finance and Admin Director, the Information and Communications Technology (ICT) Senior Officer provides ICT services will ensure the Country Office (CO) derives maximum value for money from its ICT investment. In addition to reviewing the CO policies and standards to ensure it is well aligned with CMMB IT policies and international standards, he she will provide daily technical support to users of information management tools and technology infrastructure in the CO, support the installation, configuration and maintenance of all IT equipment. He/She will work in close collaboration with Management, Program and Operation teams in the Country Office and liaise with the ICT





support in Juba and the CMMB ICT team in head office to ensure systems are accessible, running smoothly and compliant with CMMB IT policy. The selected incumbent will be based in Yambio, with regular travels to other field locations.

KEY RESPONSIBILITIES:

Objective 1: ICT Strategy and Policy

- Ensures implementation of CO ICT strategies and policies, and advice on the necessary reviews and updates.
- Work with the CMMB ICT team on installation, configuration and maintenance of new software and support related training for a smooth transition.
- Sensitize Country Office ICT users on related policies and procedure changes and improvements, as well as ensure all staff are informed and practice the advised ICT security measures.
- Monitor compliance with Country Office and corporate information management and technology standards, guidelines and procedures for Country Office technology environment.
- Co-lead the development and implementation of ICT annual plan and Standard Operating Procedures for maintenance and enhancement of ICT services in the Country Office .
- Provision of support to the use of the country Office approved accounting system, currently MIP (CMMB's implementation of ERP) functionality for improved business results and improved client services.

Objective 2: User Support, Maintenance and Data Back-up:

- Effective functioning (installation, operation and maintenance) of all CMMB hardware equipment and acquisition of hardware supplies.
- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- Installation of commercial and in-house developed software and related upgrades, anti-virus programs on a timely basis.
- Monitoring of the network connection of the Programme Office, field/sub offices and Country Office on a daily basis to ensure a stable and responsive network environment.
- Trouble-shooting and monitoring of network problems. Ensure that the CMMB desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks
- Response to user needs and questions regarding network access.
- Maintenance of up-to-date parameters of information for the network clients and electronic mail.





- Implementation of backup and restoration procedures for local drives.

Objective 3: Procurement and performance monitoring of IT inventory and network

- Provide technical advice on context and user specific specifications for various products and services required by the Country Office, ensuring value for money.
- Monitor the provision of related ICT services are in keeping with Country Office needs specified in related procurement documents and invoices.
- Update network infrastructure documentation as per the changes done.
- Maintenance of an up-to-date inventory of the software and hardware and work with the Admin Manager to keep the related asset list updated.
- Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Country office or sub-offices Administration and Procurement Teams.
- Maintain CO office information on all special licenses and schedule any renewals, new licenses, e.t.c. with the Finance and Admin Director.
- Maintenance of a library of ICT related reference materials

Objective 4: Web Management Services,

- Support to the maintenance of the Country Office websites and Intranet.
- Trouble-shooting and monitoring of websites for CMMB and other partner agencies upon request and preparation of bills for cost recovery for the service provided.
- Provision of ICT support to key onsite and offsite events.

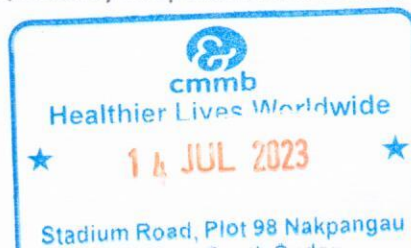
Objective 5: ICT Capacity building, Knowledge Management and Information sharing:

- Identification and promotion of different systems and applications for optimal content management, knowledge management and sharing, information provision.
- Participation in the organization of training for the Programme Office, field/sub offices and Country Office staff on ICT issues.
- Staff orientation and maintenance of staff training profiles.
- Synthesis of lessons learned and best practices in ICT.
- Sound contributions to knowledge networks and communities of practice.

MAIN QUALIFICATIONS:

Education:

- Bachelor's Degree in computer Science or network engineering.
- Cisco Certified Network Administrator (CCNA) and Microsoft Certified Professional (MCP) a must.
- Fluency in written and spoken English; fluency in spoken Juba Arabic an advantage.





Technical skills and Experience:

- At least 6 years relevant work experience in ICT support, ICT helpdesk administration, management of ICT hardware and software platforms and data systems management.
- Experience in User Centered Design (UCD) approach in supporting information systems
- Knowledge of ICT hosted solutions and cloud-based services
- Knowledge of SQL servers and SharePoint services
- Knowledge of digital data gathering techniques
- Proven skills in interpersonal skills, diplomacy and tact

Core Competencies:

- Independent worker, with ability to handle responsibilities with limited supervision
- Result oriented, delivers on commitments and meets objectives while being sensitive to unplanned urgent needs for support.
- Creative and innovative, ensuring continued improvement and introduction of new ideas that support the achievement of the Country Office Strategic plan and value for money.
- Demonstrates/safeguards ethics and integrity
- Demonstrate corporate knowledge and sound judgment
- Responds positively and constructively to change
- Promotes learning and knowledge sharing in the organization
- Adheres to the CMMB vision, mission and core values, as well as the employee code of conduct, the Prevention of Sexual Exploitation, harassment and abuse and the Child safe guarding policies.

Language:

How to Apply:

Interested applicants should submit their application together with resume/CV including telephone and email contacts of three (3) referees as well as your daytime telephone/cell phone contact number to CMMBSouthSudanjobs@cmmmb.org indicating the position and location you have applied for on the subject line of your email.

Please note:

1. Deadline for receiving application for this position is the 28th of July 2023
2. CMMB South Sudan promotes gender equality and encourages qualified female candidates to apply.
3. Only short-listed candidates will be contacted for assessments.

