Democracy International

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Stamp: MINISTRY OF LABOUR PUBLIC SERVICE & HUMAN RESOURCE DEVELOPMENT

JOB ADVERTISEMENT

Job title:	Information Technology (IT) Officer (For South Sudanese Nationals Only)
Duty Station	Juba
Reports to:	IT Manager
Starting Date:	Immediate
DI is an equal employment opportunity employer and strongly encourages qualified female candidates to apply.	

SUMMARY OF JOB PURPOSE:

Democracy International (DI) seeks to recruit an Information Technology (IT) Officer for its USAID-funded program in South Sudan, Systems to Uphold the Credibility and Constitutionality of Elections in South Sudan (SUCCESS). Through SUCCESS, DI and its consortium partners are working to promote effective, inclusive, and accountable governance to inform an increasingly stable South Sudan. The IT Assistant implements IT management systems and strategies, and provides daily technical support to users of information management tools and technology infrastructure. The IT Officer promotes a client-oriented approach and works in close collaboration with the Office, Management, Programs and Operations teams in the Field Office for resolving IT-related issues.

Job Duties and Responsibilities:

- Follow the policies and procedures in implementation and follow-up of Information technology including all guidelines and procedure for the security of overall system;
- Manage, maintain and implement all IT systems services, procedures and processes in all the program's resource centers in South Sudan;
- Provide technical support setup to the SUCCESS program's IT infrastructure and network configuration including but not limited to, Routers, cable laying and termination;
- Follow approved instructions on Management of LAN /WAN infrastructure services, Ubiquiti, Cisco AP, Routers, and QNAP, outlook email configuration, and cloud data system management and security;
- Maintenance of wireless Internet network at the main Juba headquarters and other locations as required.
- Provide Helpdesk Support Services to both Juba and other locations as advised by the IT Manager;
- Maintain LAN network and windows-based desktops/notebooks etc. this includes diagnosing and fixing faults on all the machines;
- Maintain LAN connected printers and replace cartridges;
- Provide support with IT inventory for devices such as cameras, portable drive, mice, headsets, etc.
- Provide minor training on DI systems to new staff;

Qualifications, Knowledge, Skills and Abilities Required

- University Degree in Computer Science. Relevant certifications in hardware and software management and application.
- At least 3 years of relevant working experience, including network administration, management of hardware and software platforms, knowledge of Windows-based packages/applications.
- Fluency in English and national language of the duty station.
- Excellent communication and interpersonal skills and be able to work as part of a team.
- Preparedness to visit field offices, sometimes under difficult living conditions;
- Ability to work under pressure and meet deadlines; and
- Proof of South Sudanese citizenship/nationality.

Interested candidates should submit their applications clearly indicating the position they are applying for and updated CV. This should contain their e-mail address and telephone contact along with three professional supervisory references. Applications should be submitted by the closing date of October 04, 2019 by email to di.ssudanjobs@gmail.com or through Hand delivery to Democracy International, Applications Submission Box, AFEX Riverside Camp, Hai Malakal, Juba, South Sudan.

Only short-listed candidates will be contacted. Applications received after the closing date will not be accepted.

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