



# Islamic Relief Worldwide South Sudan

IT/AX Officer

<b>BASE LOCATION:</b> Juba, South Sudan
<b>REPORTING TO:</b> Finance Manager South Sudan
<b>LINE MANAGEMENT RESPONSIBILITIES:</b> None
<b>PURPOSE OF DIVISION:</b> Through capacity building and through technical and Programme support, the International Programme Division keeps the organization focused on the socio-economic and humanitarian needs of vulnerable people. The division reinforces IR's implementing structure to enable these people and their communities to develop themselves sustainably, and ensures that the organization is prepared to respond promptly and effectively to humanitarian crises.  The division increases the organization's ability to tackle poverty by developing and fostering partnerships and institutional relationships effectively and proactively, and by ensuring transparent and timely reporting to the organization's donors.
<b>JOB PURPOSE:</b> The IT/AX Officer will coordinate the IT function for IRSS and builds the capacity of staff in IT.

## KEY WORKING RELATIONSHIPS

- Has regular contact with the Finance team, Programme teams and Country Director. In close contact with other IT Officers in IR and the IT Team in IRW HQ.

## SCOPE AND AUTHORITY

### Scope of the Role:

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff. The IT/AX Officer adheres to the IT policies and promotes their adherence to other staff.

**Responsibility for Resources:** No direct budget responsibility. Monitors the AX system.

## KEY ACCOUNTABILITIES

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic Relief values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

### Key Accountability 1: AX System Support

- Monitoring work flow for errors, helping teams to correct errors.
- Escalate any complex issues unable to resolve to IT team at IRW HQ.
- Provide training on the system as and when required, this may be structured or ad hoc.

### Key Accountability 2: IT Support and Maintenance

- Network support for Juba and field offices.
- Trouble shooting remotely and in person for IT systems.
- Administer the computers and undertake scheduled maintenance.



**MAIN OFFICE**  
IR.SS. Along Unity Road  
Plot No. 54, Block B-xvi

**WAU OFFICE**  
Hai Darajat  
Tel: 0916287894

**WARRAP OFFICE**  
Along the Warrap- Akop Road  
Tel: 09126287961

**KAPOETA**  
Narus Compound  
Diocese of Torit

Website: [www.islamic-relief.org](http://www.islamic-relief.org)  
RRC Reg No. 051

- Ensure Cost Effectiveness of ICT Accessories and Equipment.
- Liaise With ISP For Internet Related Troubleshooting In The Country Office And Field Office.
- Repairing, Maintenance and Configuration of ICT Hardware to Include Desktops, Laptops, Printers, Scanners, Mobile Gadgets and Others.
- Research and recommend hardware and software development, purchase and uses.
- Install, configure, and upgrade desktop hardware and accessories.

**Key Accountability 3: Coordinate IT Security and Monitor IT Assets**

- Ensure Security Of Data, Network Access And Back Up System.
- Keep Ict Assets Log updated and track the assignment of equipment's and accessories.
- Maintain confidentiality for the information being processed, stored or accessed by the network.
- Monitor IT Assets use including any used by beneficiaries for example tablets for biometric registration.

**Key Accountability 4: Provide IT Support for the IR South Sudan website**

- Administering and maintaining the Islamic Relief South Sudan Website.
- Support the Media and Communications Officer in content development.

**Key Accountability 5: Supervision and Capacity Building**

- Build the capacity of others in the office in the use of IT systems and in IT literacy.
- Provides IT inductions for new staff.
- Provides IT support to communities during field visits as requested by Programme teams.

PERSON SPECIFICATION

**ESSENTIAL**

- Degree in IT or a related field
- Minimum of two to 3 years' experience working in IT in a similar role
- Advanced IT skills including the use of systems and online software
- High level of attention to detail
- Strong analytical skills
- Able to build the capacity of others
- Willing and able to travel to field locations for up to 30% of role
- Competent in written and spoken English
- Sensitivity to cultural differences
- Sympathy with the aims of IR

**DESIRABLE**

- Experience working in an NGO in a similar role
- To be familiar with and abide by the NGO/Red Cross Code of Conduct, the People in Aid

□ Code, IRW International procedures **How to Apply:**

Interested candidates should submit their applications letter briefly describing a motivation for the position and highlight relevant experience, updated Curriculum Vitae (CV), National ID and copies of certified certificates at latest **Friday 30th September, 2020 to the HR.** By email: to [Rita.Bojo@islamic-relief.or.ke](mailto:Rita.Bojo@islamic-relief.or.ke)

Or to: IRSS-main Office, Along Unity Road, near Kenya Embassy, Juba

- Only shortlisted candidates will be contacted.
- Due to the urgency of these roles, Islamic Relief reserves the right to shortlist applications prior to the closing date.

