



AAH-I South Sudan Country Programme
Hai Gabat, Opp. JIT Supermarket (behind SSD Customs)
Juba Town, Republic of South Sudan

EXTERNAL JOB VACCANCY

NATIONAL CONSULTANT

Who We are:

Action Africa Help International (AAH-I) is an African-led non-governmental organization committed to supporting vulnerable communities and bridging the gap between humanitarian aid and long-term development to sustainably improve livelihoods and well-being. With over 30 years of experience, AAH-I operates in South Sudan, Kenya, Somalia, Uganda, Zambia, and Ethiopia, focusing primarily on populations affected by conflict, including refugees, internally displaced persons (IDPs), and host communities.

In South Sudan, AAH-I works across several regions including Greater Equatoria, Jonglei, Greater Upper Nile (Upper Nile state, Unity State and Ruweng Administrative Area). The organization implements a diverse range of projects such as the Humanitarian Logistics, WASH, and Shelter Project funded by UNHCR in Ajoung Thok, Maban, Yei, Wau, and Yambio; the South Sudan Health Sector Transformation Program (HSTP) funded by UNICEF in Fashoda and Manyo; and the Asset Creation, Livelihoods, and Smallholder Agriculture Market Support (ACL/SAMS) project in Juba County. Additionally, AAH-I runs the Digitization (BMR) project funded by WFP in Renk, Malakal, and Bentiu counties, and the South Sudan Livelihood and Resilience Project (SSLRP) funded by IFAD, in Kajo-keji, Magwi, Torit, Bor, and Terekeka and AAH-I enterprise initiatives.

AAH-I South Sudan Seeks to recruit a qualified South Sudanese National only as **national consultant** to fill the below position as detailed.

Job Title:	ICT Officer consultant- (Consultant)
Ref No:	AAH-I/ADM/JUB/JUL/2026-003
Supervisor:	Country HR and Administration Coordinator
Subordinates:	ICT Intern (If any)
Duty Stations:	Juba, Central Equoteria state, South Sudan
Contract Duration:	Four (4 months)
Eligibility:	South Sudanese National only, FEMALES and PEOPLE WITH DISABILITIES are Strongly encourage to apply.
Submission Deadline:	9 th July 2026

OVERALL JOB PURPOSE:

Reporting to the country HR and Administration Coordinator, The ICT Officer is responsible for planning, implementing, maintaining, and supporting the organization's information and communication technology (ICT) infrastructure. The role ensures reliable operation of computer systems, networks, internet connectivity, communication systems, data security, and user support across all AAH-I offices and project locations.

The ICT Officer will provide technical support to staff, ensure compliance with ICT policies and procedures, manage ICT assets, strengthen cybersecurity measures, and support digital transformation initiatives that enhance organizational efficiency and service delivery.





DUTIES AND RESPONSIBILITIES:

1. ICT Infrastructure Management

- Install, configure, maintain, and troubleshoot computer hardware, software, printers, scanners, and another ICT equipment.
- Administer and maintain local area networks (LAN), wireless networks, internet connectivity, and VPN services.
- Monitor network performance and ensure optimal system availability.
- Maintain servers, cloud services, email systems, and shared storage platforms.
- Ensure uninterrupted operation of ICT systems across field and country offices.
- Coordinate ICT maintenance and repairs with vendors where necessary.

2. User Support and Help Desk Services

- Provide first-line and second-line technical support to staff.
- Diagnose and resolve hardware, software, network, and communication-related issues.
- Maintain a helpdesk ticketing system and ensure timely resolution of ICT requests.
- Conduct regular user training on ICT systems and applications.
- Prepare user guides and technical documentation for staff.

3. Information Security and Data Protection

- Implement and monitor cybersecurity measures to protect organizational data and systems.
- Manage antivirus, firewall, endpoint protection, and system updates.
- Ensure regular data backup and disaster recovery procedures are implemented.
- Monitor compliance with ICT security policies and donor data protection requirements.
- Investigate and report ICT security incidents promptly.
- Support implementation of data privacy and safeguarding requirements.

4. ICT Asset Management

- Maintain an up-to-date inventory of ICT equipment and software licenses.
- Track allocation, movement, maintenance, and disposal of ICT assets.
- Conduct periodic ICT asset verification and audits.
- Ensure proper tagging and documentation of ICT equipment.
- Support procurement processes through specification development and technical evaluation.

5. Systems Administration

- Manage user accounts, permissions, and access controls.
- Support ERP, HRIS, Microsoft 365, SharePoint, and other organizational systems.
- Monitor system performance and recommend improvements.
- Ensure software licensing compliance.
- Coordinate system upgrades and implementations.



6. Telecommunications Management

- Manage office communication systems including telephony, internet, and video conferencing platforms.
- Support virtual meetings and online collaboration tools.
- Monitor bandwidth utilization and optimize connectivity costs.
- Liaise with internet service providers and telecommunications vendors.

7. Training and Capacity Building

- Conduct ICT orientation for new staff.
- Build staff capacity on cybersecurity awareness and digital tools.
- Provide refresher training on organizational ICT systems.
- Promote best practices in ICT usage and information management.

8. Reporting and Documentation

- Prepare monthly ICT performance and support reports.
- Maintain records of ICT incidents, maintenance activities, and asset inventories.
- Document ICT procedures, configurations, and system changes.
- Provide recommendations for ICT improvements and investments.
- Support ICT-related audits and compliance reviews.

Administration and Staff Management

- Supervise ICT assistants, interns, or temporary support staff where applicable.
- Participate in performance management processes.
- Support implementation of organizational policies and procedures.
- Maintain confidentiality of organizational and staff information.
- Perform any other duties assigned by management consistent with the role.

Expected Results

- Reliable and secure ICT infrastructure supporting organizational operations.
- Reduced system downtime and faster resolution of ICT issues.
- Accurate and up-to-date ICT asset inventory.
- Improved staff productivity through effective ICT support.
- Strong cybersecurity controls and data protection compliance.
- Efficient utilization of ICT resources and technology investments.
- Timely ICT reporting and documentation.

Skills and Competencies

- Strong knowledge of computer hardware and software troubleshooting.
- Proficiency in Microsoft 365, Windows operating systems, and networking.
- Knowledge of cybersecurity principles and best practices.
- Experience with LAN/WAN administration and internet connectivity solutions.
- Excellent analytical and problem-solving skills.
- Strong communication and interpersonal skills.
- Ability to work independently and under pressure.
- Excellent organizational and documentation skills.



- Commitment to confidentiality, integrity, and organizational values.

QUALIFICATIONS AND EXPERIENCE

Educational Background

- Bachelor's Degree in Information Technology, Computer Science, Information Systems, Computer Engineering, or a related field.

Professional Experience

- Minimum of 3 years of progressively responsible ICT support experience.
- Experience working in NGOs, humanitarian, or development organizations is an added advantage.
- Experience supporting Microsoft 365 environments, networks, and cloud services.
- Experience managing ICT assets and helpdesk systems.

Key Skills and Competences:

- Experience in humanitarian work in displacement setting with transition from humanitarian assistance to self-reliance and development
- Good understanding on the humanitarian principles and core humanitarian standards
- Sense of responsibility and will to achieve goals
- Excellent interpersonal communication skills
- Flexible, ability to work both as an individual and as a member and under stress in harsh environments
- Arabic and local language added advantage
- Flexible and adaptable to field conditions.
- Respectful and professional in interactions.
- Strong problem-solving skills
- Reliable and committed to quality work.
- Ability to produce clear reports and maintain accurate records.
- Strong troubleshooting and problem-solving skills.
- Good command of English (written and spoken).



SAFEGUARDING STATEMENT:

Children and vulnerable adults who come into contact with AAH-I as a result of our activities must be safeguarded to the maximum possible extent from deliberate or inadvertent actions and failings that place them at risk of abuse, sexual exploitation, injury and any other harm. One of the ways that AAHI shows this on-going commitment to safeguarding is to include rigorous background and reference checks in the selection process for all candidates.

ACCOUNTABILITY WITHIN AAH-I

Alongside our safeguarding policy, AAH-I is an equal opportunities employer. we consider all applicants regardless of race, age, ability, ethnicity, nationality, religion, gender identity, sexual orientation, or marital status and has a set of integrity policies.

Any candidate offered a job with AAHI will be expected to adhere to AAHI's policies and procedures with respect to safeguarding, code of conduct, health and safety, confidentiality, do no harm principles and unacceptable behavior protocols.

Report any concerns about the welfare of a child or vulnerable adult or any wrongdoings within our programming area and report any concerns about inappropriate behavior of AAHI staff or partner.



APPLICATION SUBMISSION INSTRUCTIONS:

How to Apply:

1. Submission

- Submit your CV maximum 3 pages along with the following documents:
 - A one-page motivation letter expressing your interest
 - Clear photocopies of non-returnable academic certificates
 - A copy of your national ID or passport
- Place all documents should be sealed in an envelope clearly marked “*Application – AAH-I/LOG/ADM/JBA/JUL/2026-003*”
- Deliver your sealed application to the AAH-I Logistics Base in Juba, Hai Gabat, near Jit Super market. Drop your application in a lock box and register your names after submitting your application before leaving.

Or

Alternatively, submit your application online via email recruitss@actionafricahelp.org with *Application – AAH-I/LOG/ADM/JBA/JUL/2026-003* as subject of your email

2. Additional Instructions:

- Only shortlisted candidates will be contacted for interviews.
- **Important:** Due to the urgency of this recruitment, applications will be reviewed on a rolling basis. Interested candidates are strongly encouraged to apply as early as possible, as the position may be filled before the closing deadline.
- Failure to follow above instruction shall lead to disqualification from the recruitment process.

