care®
**Defending dignity.
Fighting poverty.**

CARE South Sudan

CARE South Sudan is an International NGO working in South Sudan. CARE and its partners work with vulnerable communities to address the underlying causes of poverty and promote peace and development,

Position:	ICT Manager
Department:	ICT Department
Location:	Juba
Reports to:	Program Support Coordinator

through its strategic goal to reduce poverty by empowering women, enhancing access to resources and services and improving governance.

Purpose of the job.

The ICT Manager is responsible for ensuring the seamless availability of IT resources necessary for the Country Office (CO) to run efficiently. The main purpose of this position is to manage all aspects of Information and Communication Technology (ICT) of CARE USA CO under the supervision of the respective Manager. Information Communications Technology covers computers, software, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information, as well as the networked equipment (LAN/WAN) that allows for intra- and inter-network communication via the local network or the Internet.

The ICT manager is responsible for protecting the computers, networks, and data against threats, such as security breaches, computer viruses or attacks by cyber-criminals and works with CO management to comply with relevant CARE information and data security policies.

The ICT Manager has overall management responsibility for the supervision of ICT function to ensure that appropriate technical support is available for software, hardware, and communications services. The ICT Manager should support proper budgeting for the acquisition and maintenance of equipment to support staff and the functions of the CO and compliance with relevant CARE policies and guidelines.

The incumbent works closely with other Programme Support and Program staff in ECA Regional Support office in Nairobi and the respective CO to achieve the strategic and operational goals of the organization. The role supervises the ICT Assistant

SPECIFIC RESPONSIBILITIES:

As part of your job, you are required to ensure that all users can access all ICT tools provided for them. For example: email, Internet, shared storage, critical business software and peripheral devices like central printers and scanners. Other duties include but are not limited to: -

Job Responsibility #1: System Administration of Local Area Network (LAN)   15% of time

- Configuration and management of routers, hubs, and switches

- Provide day to day system administration of servers in Local Area Network (LAN)
- Administration of computers that are connected to LAN.
- Monitor communication between the head office and all sub offices that all LANs are running smoothly.
- Monitor the network to ensure optimal functionality and availability to all system users.
- Troubleshoot, and repair cables, wireless and other network infrastructure.

Job Responsibility #2: Installation and Maintenance of Hardware and Peripheral Components
20% of time

- Co-ordinate a quarterly service and maintenance of all IT equipment
- Configuration, deployment and management of workstations, laptops, servers, and peripheral equipment
- Review and test run all procured computers, printers and any IT related equipment before use or shipment to a program site.
- Identify hardware and software problems, assess, and fix minor problems where possible.
- Liaise with repair service providers where external specialized diagnostic/repair services are required.
- Manage appropriate preventive and maintenance contracts and co-ordinate a quarterly service and maintenance of all IT equipment.
- Monitor performance of the main UPS and perform basic troubleshooting and maintenance and on timely basis organise for preventive maintenance and support from the contracted vendor.
- Configuration, deployment and management of workstations, laptops and peripheral equipment
- Maintain an inventory of all IT equipment and Software.
- Identify non-functional equipment according to donor and organizational guidelines.
- Co-ordinate the disposal of non-functional equipment according to donor and organizational policies and procedures.
- Setup and manage operating systems and user applications. Proactively schedule software upgrades and patching
- Provide software/hardware and system troubleshooting support.
- Provide technical input to other departments as they consider the purchase of new products.

Job Responsibility #3: Provide Help Desk Service to Users and User Accounts Management
30% of time

- Support and assist users in their use of computer software and hardware.
- Provide users with guides once a system has been completed and installed.
- Setup on the corporate antivirus and stations setup to scan and update the antivirus weekly (the updates will be done manually for field offices with slow internet)
- Troubleshoot, mail access incidents, and assist in resetting passwords.
- Share process documentation, procedures, and troubleshooting guides.
- Setup and support audio/visual equipment for presentations and training on and off site.
- Management and setup of CO user accounts on ADMS
- Manage mail access for all users and escalate any issues that cannot be resolved in-country to the Regional Manager
- Escalate unresolved technical incidences and problems to the regional manager in the absence of a local ICT Manager

Job Responsibility #4: Management of Data storage, backup plan and recovery procedures
- **5% of time**

- Perform data backup according to disaster recovery plan and procedures.
- On timely basis test-run disaster recovery plan
- Make users aware of different backup and restoration procedures and give appropriate guidance to first time users of backup devices.
- Administer secure data backups to a central repository.
- Managing users access to the shared storage through access controls on Active Directory

- Setup users' access to the shared storage through access controls in Active Directory
- Add functionality to the website to meet the requirements of the organization.
- Perform regular checks to repair broken links or Debug issues that arise with the performance of the website or contents.
- Establish strict security systems to protect the website against viruses and threats from cyber criminals.
- Maintain optimal site performance for the maximum number of users,
- Test content to ensure clear display and fast page loading times using different browsers on desktop computers and the growing range of mobile devices.
- Liaise with system developers about issues and bugs where needed and make some changes into the system.
- Test system changes and upgrades to make sure modules functions correct and information flow is complete.
- Correct system's glitches where possible by troubleshooting, analyzing, detecting, identifies and corrects technical problems and deficiencies.
- Provides technical support to Human Resources, Finance, MEAL, Administration, and other departments in managing the web-based systems/tools for day-to-day operations.
- Support users to run scheduled reports and create reports as needed.
  Keep an up-to-date copy of the in-country service catalogue.

Job Responsibility #5: Web App Designing, Development and Administration of in-house information systems   20% of time

- Ensure that there is a constant supply of high-quality, up-to-date content.
- Review website statistics and monitor usage and traffic levels.
- Research emerging technologies and services that may enhance the website experience and plan future enhancements to the site.

Job Responsibility #6: Building CO Capacity on ICT to Support the core business   • 10% of time

- Enforce organizational IT policies.
- IT resource person for the CO
- Act as a liaison between the organization and 3rd party service providers.
- Provide basic user training and dissemination of technological information and updates to all staff.
- Building capacity on general use of common business applications and CARE USA ICT systems where applicable.
- Provide technical advice to the program teams on tools and technologies (IICT4D) that can be adapted to improve and increase impact in programming.
- Keep up to date with developments in assigned technical/functional area, including best practice examples and ensure ongoing personal development and learning.
- Induction of new staff

Job Responsibility #7: Promote Gender Equality (including)   All the time

- Practice behavior that is consistent with CARE's core values and promotion of gender and diversity goals.
- Be proactive in ensuring that CARE's core values, code of conduct, and principles of gender equity and diversity (GED) are upheld throughout area of responsibility and provide leadership to others.
- Take responsibility for personal performance, be accountable for own actions and decisions and be answerable for resulting consequences.
- Keep up to date with CARE's emerging strategies and approaches and contribute proactively towards implementation.
- Take responsibility for ensuring personal safety and security, giving due care and consideration to the impact of personal decisions on the safety and security of others.

Job Responsibility #8: Perform Other Duties as Assigned by your supervisor.   5% of time

REQUIRED QUALIFICATIONS:

- 5 years' work experience in a similar role
- Bachelor's degree in computer science, Information Management Systems or its equivalent
- Masters in computer science or its equivalent will be an added advantage.
- Microsoft Certified Systems Engineer (MCSE)
- Network Certifications – (Networking Essentials, Comptia N+)
- Cisco Certified Network Associate (CCNA) certification and knowledge of IT Service management frameworks like Information Technology Infrastructure Library (ITIL) will be an added advantage.

Other Requirements

- Previous experience in the administration of Windows Server 2012 or higher
- Windows Server – including, but not limited to Active Directory administration and maintenance, domain administraion, file and print sharing,
- User account maintenance and administration best practices
- Administration and setup of Windows 8 and higher
- Office 365 Support Skills, including license management, Outlook, Skype for Business and OneDrive setup.
- Network Management Skills, including experience in best practice monitoring, troubleshooting and resolving LAN/WAN connectivity problems.
- Experience or knowledge of VLANs monitoring and management.
- Knowledge of bandwidth monitoring and management
- Wireless networking
- Troubleshooting technical problems and ensuring availability of network resources
- Manage the country level corporate anti-virus and ensure all user stations are connected and sync frequently
- Implementing organizational ICT policies
- Excellent communication skills – written and oral
- Experience working with culturally diverse teams.
- Experience supporting geographically dispersed teams.
- Analytical skills
- Familiar with in-country ICT regulations
- Experience managing 3rd party vendors.
- Problem solving skills.

CORE VALUES

- Transformation: We believe in urgent action, innovation, and the necessity of transformation – within the world and the organization.
- Integrity: We are accountable to the people and partners we humbly serve, transparently sharing our results, stories, and lessons.
- Diversity: We know that by embracing differences, actively including a variety of voices, and joining together we can solve the world's most complex problems.
- Excellence: We challenge ourselves to the highest level of learning and performance, tapping the best of the human spirit to create impact.
- Equality: We believe in the equal value of every human being and the importance of respecting and honoring everyone; we know that change happens through people.

This job description is intended as a guide and should not be viewed as an inflexible specification as it may vary from time to time in the light of strategic developments and following discussion with the postholder.

HOW TO APPLY

The position will be based in **Juba**. This position is ONLY open to South Sudanese Nationals.
Opening Date 15th **May 2023** and Closing date for receiving application will be 2nd **June 2023**.

Applications and CVs should be delivered to: **jobs.southsudan@care.org** or Hand delivery to: CARE Juba Office, NPA Building 3rd floor, Martyrs Street.

CARE is an Equal Opportunity Employer, promoting gender, equity and diversity and women candidates are strongly encouraged to apply.

Attention!!!

CARE South Sudan has a **ZERO TOLERANCE** approach to any abuse to, sexual harassment of or exploitation of a vulnerable adult or child by any of our staff, representatives, or partners. CARESS expects all staff to share this commitment through our Safeguarding Policy and our Code of Conduct. They are responsible for ensuring they understand and work within the remit of these policies throughout their time while at CARE