



Oxfam is an international non-governmental organisation with a mission of working with others to alleviate poverty, suffering and distress.

Oxfam has been working in South Sudan since 1983. Our Programmatic Strategy concentrates on Saving lives, Resilient Livelihoods, Advancing Gender Justice and Good Governance and Active Citizenship through a full spectrum platform that includes humanitarian response, recovery and resilience, long term development and policy and advocacy.

Oxfam currently operates via eleven area offices in ten states (Upper Nile, Unity, Jonglei, Lakes, Eastern Equatoria, Central Equatoria, Western Equatoria and Western Bahr-el Ghazal, and Northern Bahr el Ghazal.

Position: Roving IT Officer
Location: Juba- South Sudan
Grade & Level: D Zone 1 National
Contract Type: Fixed Term
Number of posts: 01

KEY RESPONSIBILITIES:

Field IT Systems and User Support

- Daily connectivity checks of field offices ensuring that staff are able to access IT systems and escalating any issues as appropriate.
- Roving in between field offices ensuring that CSI projects are implemented according to IT coordinator assignment.
- Accompanying VSAT Technicians to the field when required to offer support
- Keeping track of IT Assets in all the field sites.
- Administration of the Local Area Network and Meraki equipment in the field offices and ensuring that they are working well.
- Working with the Country IT officer on configuring IT equipment according to laid out standards.
- Working with IT Champions in the field offices on daily support and during CSI projects in coordination with the IT Coordinator.
- Organize and conduct formal staff induction build user capacity on good IS practices and offer specific application skills training as required for staff in the field.
- Undertake Continuous Service improvement initiatives as assigned by IT Coordinator and coordinate with Country ITO where required.
- Input into power management in the field sites to ensure that IT equipment is safe from power related risks.
- Resolving assigned requests and incidents in the South Sudan Service Now stack as assigned within SLA.
- Working with the Country IT Officer on Configuration Management especially for the field offices (detailed recording and updating information on the enterprises' computer systems including hardware and software).
- Follows and enforces agreed IS strategies, policies and standards.
- Undertakes work as defined by Information Systems Department objectives.

- Flexible in performance of tasks by working outside business hours when necessary to ensure system availability.
- Maintains Confidentiality of information in the server and other sensitive aspects of organizational knowledge base.

SKILLS AND COMPETENCE:

- Bachelor's Degree in Information Technology/Computer Science and professional training on computers, with knowledge on Local Area Networks, WAN, Office 365, VSAT, Server Management.
- 3 years' experience in IT Support, trouble shooting, LAN and WAN administration
- Technically competent in area of specialisation and/or experience in IT workflows.
- High level of competence in development and implementation of computerised systems.
- Good written and verbal communication skills in English and understanding of local Arabic language.
- Use of initiative in problem solving.
- Ability and willingness to appreciate and follow Oxfam policies and (technical) procedures to do the job.
- Suggests new ways to improve the work process.
- Contributes to team building.
- Solves problems with appropriate upward referral.
- User-oriented approach in the performance of duties.
- Possesses initiative and able to work with minimum supervision.
- Able to work under pressure.
- Flexibility.
- Understanding of the aims, objectives and values of Oxfam, and the capacity to live these values.
- Commitment to humanitarian principles and action, and to Oxfam's equal opportunity and gender policies. Capacity to integrate gender and diversity issues into office management.

Other

- Any other tasks as may be requested.

NB: Female candidates are strongly encouraged to apply and applications will be reviewed upon receipt.

Only shortlisted candidate will be contacted.

Deadline for submission of applications is 13 March 2023. Interested Applicants should send soft copies of their CVs and Cover letters to Hrsouthsudan@oxfam.org.uk

Oxfam is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff and volunteers to share this commitment.



We will do everything possible to ensure that only those that are suitable to work within our values are recruited to work for us.

This post is subject to a range of vetting checks.

