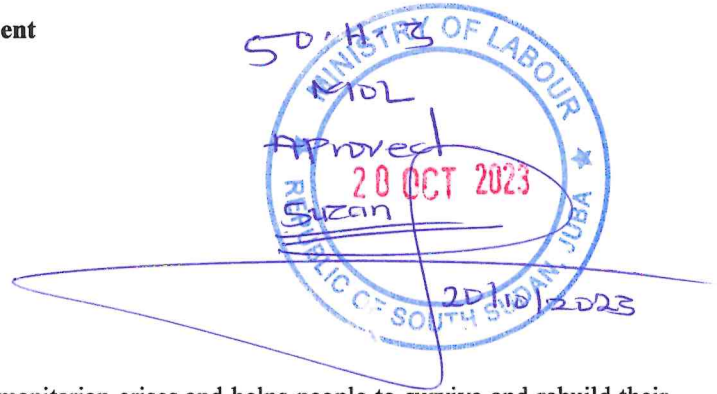




## Vacancy Announcement

**Job Title:** IT Officer  
**Band / Level / Grade:** 8B  
**Department:** ICT  
**Location:** Juba  
**Overtime Eligible:** (per local law) Exempt



### BACKGROUND:

The International Rescue Committee responds to the world's worst humanitarian crises and helps people to survive and rebuild their lives. Founded in 1933 at the request of Albert Einstein, IRC offers life-saving care and life-changing assistance to refugees forced to flee from war or disaster. At work today in more than 40 countries and in 22 U.S. cities, IRC restores safety, dignity and hope to millions who are uprooted by conflict or disaster. IRC leads the way from harm to home.

IRC has operated in South Sudan for over 30 years now delivering humanitarian relief, post-conflict assistance, and development programs in refugees, internally displaced and host community settings. IRC operates in 9 field offices including in Juba with program portfolio covering health, nutrition, child protection, economic recovery and development (ERD)/livelihoods, women's protection and empowerment and general protection. IRC continues to provide life-saving assistance and humanitarian aid to vulnerable South Sudanese, trying to rebuild their lives and restore peace. The IRC's new strategy in South Sudan will prioritize improving the voice of people to lead their own recovery and development, health, safety, and economic well-being, targeting women, children, and other vulnerable groups.

### Job Overview/Summary:

Under the direct supervision of the IT Manager, the IT Officer will be responsible for providing daily technical support and tackling all computer systems with consideration to the needs and requirements of the South Sudan country program.

### Major Responsibilities:

IT Support - Provide Level 1 and Level 2 Support

- Work with end-users or IT colleagues (or Service Desk) on resolving Level 1 and level 2 issues in the Juba Office and other field offices
- Resolve or advance Level 3 issues to appropriate internal or external resource (IT Manager/Regional IT lead /Applications team Service desk and vendor) as necessary.
- Performs preventive maintenance on all IRC computers and network resources.
- Resolve level 1 and level 2 VSAT related issues.

### Installation & Configuration and management of:

- Servers, Windows server 2016 operating system, Domain environment and crucial network services.
- Desktop/laptop hardware and software, and peripherals, using IRC standard Windows 10 operating system image.
- Microsoft Office support, Active Directory Maintenance, logging of problems in Service-Now IRC IT enterprise ticketing helpdesk system.
- Specialized application installation and support such as, but not limited to, BVA, ERP dynamic 365, Workday, Rescue Net, HRIS system, Box usage and collaborative tools such as Ms Teams.
- Assist with users e-mail account, creation, setup, archiving, termination, and distribution group management
- Verify and provide technical consultancy to procurement regarding purchasing spare parts for IT equipment and ensuring equipment purchased are of the right specifications and conform to the IRC standard specifications
- Install, document, handle and support wired and secured wireless networks for designated sites and extra support to other field offices as and when required.
- Monitors the performance of the network infrastructure across Offices with specific abilities in VSAT technology
- Ensure data protection Information security standard methodologies & backup systems are implemented (software & hardware)
- Improves the network infrastructure (Internet servers, filters, domain controllers, backups, print servers, etc.)
- Support and administer the Local Area Network, wireless network, peer-to-peer or client server architecture, as appropriate.
- Installation, maintenance and fix of VSAT systems in the Juba Office and other field offices.

### Collaboration, Strategy Planning, Reporting and Capacity building.

- Deliver training on-demand basis to staff to strengthen knowledge of basic computer skills to end users.
- Serves as the IT liaison with field administration and staff to understand and interpret IT needs at the base level and to collaborate across lines in meeting those needs.
- Delivers appropriate training programs to ensure high-quality professional staff performance in the area(s) of oversight.

February 2022



- Participates in the documentation and implementation of policies and standard operating procedures to ensure effective operation of an organization.
- Data analysis of the existing dashboards for administration and monitoring purposes within Meraki and Nagios.
- Participates as a member of the IT team in planning, problem resolution, and reviewing department performance.
- Strategic engagement and collaboration with program units and management teams to provide insights, and direction and drive the IT strategy effectively.
- Participate in the budgeting process and influence input into the IT operating budget.
- In coordination with the IT Manager, put work plans in place for improving IT systems, Internet connections and local networks for better performance and benefits.
- Regular monthly or weekly reporting as per the report template and submission to the geographical and functional managers.
- Performs miscellaneous job-related duties as assigned.

**Required Qualifications:**

Bachelor's degree or its equivalent; at dynamically of progressively responsible work experience directly related to the duties and responsibilities specified.

**Knowledge, Skills and Abilities Required**

Knowledge and understanding in Networking and Infrastructure Technologies (LAN/WAP administration, Cisco environment, Meraki and Cyberoam skills will be added advantage)

Windows 2016 server administration skills

- Virtualization expertise on Windows platform environments
- VSAT technology on C and Ku band and administration of the same.
- Working knowledge in Cloud computing technologies and data storage
- ITIL V4 fundamentals to coordinate and handle the service desk platform and improve SLAs and CRM
- Project management skills or its equivalent.

Data analytics, predictive analysis and reporting skills

Good interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a multidimensional community.

**Key Working Relationships:**

Position Reports to IT Manager

**The IRC Core Values and Commitments:**

**Standards of Professional Conduct:** The IRC and IRC workers must adhere to the values and principles outlined in IRC Way Standards for Professional Conduct. These are Integrity, Service, Accountability and Equality. In accordance with these values, the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation.

**Safeguarding policy:** The IRC has a zero-tolerance policy for safeguarding violations by staff, incentive workers, visitors, sub-grantees, suppliers/sub-contractors, and implementing partners. Safeguarding at the IRC is an integral to the organizational values and ethics, and staff and associates are expected to take all reasonable steps to prevent the sexual exploitation, abuse, and harassment of any person linked to the program by both its employees and any downstream partner. The successful candidate will be subject to a thorough background check and satisfactory references.

**Narrowing the Gender Gap:** The International Rescue Committee is committed to narrowing the gender gap in leadership positions. We offer benefits that provide an enabling environment for women to participate in our workforce including a flexible hour (when possible), maternity leave, transportation support, and gender-sensitive security protocols.

**Equal Opportunity Employer:** IRC is an Equal Opportunity Employer. IRC considers all applicants because of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status, disability, or any other characteristic protected by applicable laws.

**How to apply:**

Interested applicants should submit a **CV with 3 references** and a copy of their **national ID** to Human Resources Juba IRC Country Head Office-Located in Goshen House 2<sup>nd</sup> floor or you can e-mail applications to [SS-HR@Rescue.org](mailto:SS-HR@Rescue.org) not later than **8<sup>th</sup> November 2023 @ 4:30pm**.

**NOTE:** Only shortlisted candidates will be contacted and attach photocopies only while original will be asked at the interview panel and all the photocopies will remain the property of IRC.

**CLEARLY LABEL YOUR APPLICATION, IT OFFICER JUBA.**

***“WOMEN, MINORTITIES AND PEOPLE LIVING WITH DISABILITIES ARE ENCOURAGED TO APPLY”.***

February 2022

