

**Our Vision for every Child, Life in all its Fullness; Our Prayer for every heart, the will to make it so  
Building Brighter Futures for Vulnerable Children**

**JOB OPPORTUNITY AT WORLD VISION INTERNATIONAL – SOUTH SUDAN-  
ADVERTISEMENT**

World Vision is a Christian Relief, Development and Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is condition upon successful completion of all applicable background checks, including criminal record checks where possible.

World Vision International - South Sudan is now seeking for a qualified and dynamic Individuals (**Man or Woman**) who are willing to share in our vision and promise to Children, to join us in the role below:

**Job title: Zonal ICT Officer**

**Reporting to: ICT Manager**

**Location: Upper Nile (Malakal)**

**Availability: ASAP**

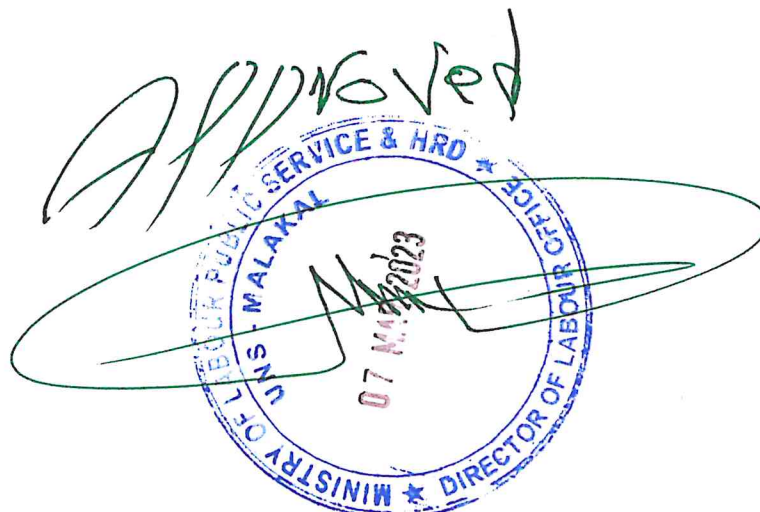
**Purpose of the position:**

To support and maintain the day-to-day effective functioning of WV South Sudan's field-based information and telecommunication systems, through the provision of client-oriented service.

**Roles and Responsibilities:**

- Enhance field communication/connectivity:  
Ensure connectivity/network infrastructure in Malakaland other field offices in the zone are properly managed and maintained per WVIT standards  
Deploy/support deployment of new VSAT installations in zone  
Monitor VSAT connectivity statistics/reports to rectify sub-optimal performance to ensure sites support critical business applications  
Ensure optimal functioning of power system in the zone to support efficient operation of communication equipment.
- Asset Management, System and Data Backup Maintain up-to date IT assets register in the zone Ensure movements of all ICT assets within the zone are tracked, recorded and updated. Ensure timely repair and maintenance of IT assets to minimize effect on staff productivity Ensure data backups are done on bi-monthly basis for business continuity Improve local IT processes

Approved



procedures to leverage on IT assets acquisition and usage Ensure all computer systems are up-to date with latest antivirus.

- Help-desk support Provide L1 and L2 support for IT related issues All request is logged in WV Customer Support System (Service Now), resolved and followed and escalated tickets to resolution Ensure all tickets assigned are attended and resolved within agreed SLA.
- Staff capacity building Manage structured end-user staff training to ensure optimal and efficient use of ICT systems e.g. OneDrive, MSTEams, Box, O365, Lotus Notes etc. Better collaboration with peers for knowledge sharing Build the capacity of other team members in resolution of technical issues Develop and implement ICT clinic programs on quarterly basis to users in the office.
- Regular/day-to-day activities Report on a monthly basis on IT support services provision, and advise the IT Manager on issues related to the effective and efficient provision of IT support services in the zone Daily monitoring and administration of LAN network through Meraki, other network monitoring tools Promptly and timely troubleshooting of connectivity issues Provision of daily helpdesk services

#### **Required Education/ Knowledge/ Technical skills and experience:**

A first degree in Information Technology, Telecommunications Engineering or Computer Science or in any related field At least one Professional Certification e.g. GVF, Microsoft Certified Professional, Cisco (CCNA) etc.

- At least three year's working experience in a networking/telecommunications environment Good working knowledge of telecommunications technologies (satellite/NSAT technology, wireless networks, HF and VHF Radio, microwave) and Network Architectures for both Local Area Networks and Wide Area Networks Excellent working knowledge of Internet technologies, including: TCP/IP suite of protocols; Internet security; Internet routing; Voice over Internet Protocol) Good working knowledge of Microsoft Windows Operating Systems configuration and administration Good working knowledge of office automation applications (Microsoft Office), Office 365 and Lotus Notes Customer-focused. Must demonstrate a strong willingness to meet the customer's needs while balancing the organization's needs and priorities
- Excellent analytical, problem solving and negotiation skills Excellent communication and inter- personal skills. Must be able to work in a multi-cultural environment Demonstrates eagerness and aptitude for acquiring necessary technical knowledge, skills and judgment to accomplish a result or to serve a client's needs effectively Excellent time-management skills. Able and willing to meet, deadlines, Ability to work in, and contribute to, team building environment and Must be able to speak, understand and write fluent English

#### **How to apply?**

Interested candidates (**South Sudanese Nationals**) who meet the above criteria should submit their application, cover letter and an updated CV with at least three referees with their telephone and email contacts. Address your application to **The Human Resource Manager, World Vision South Sudan**

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Indicate the position you're applying for in the subject line.

Applications should be submitted to this email [recruitsdno@wvi.org](mailto:recruitsdno@wvi.org) or Hand deliver to any of World Vision offices.

**Closing date for receiving applications is 20<sup>th</sup> March 2023**

Please note that only shortlisted candidates shall be contacted and documents once submitted will not be returned to the candidates.

**World Vision has zero tolerance towards sexual exploitation and abuse (SEA), sexual harassment and other types of abusive conduct (i.e., discrimination, abuse of authority and harassment).**

All members of World Vision workforce have a role to play in promoting a safe and respectful workplace and should report to World Vision any actual or suspected cases of SEA, sexual harassment and other types of abusive conduct. To ensure that individuals with a substantiated history of SEA, sexual harassment or other types of abusive conduct are not hired by the Organization, World Vision will conduct a thorough background verification of the final candidate.

