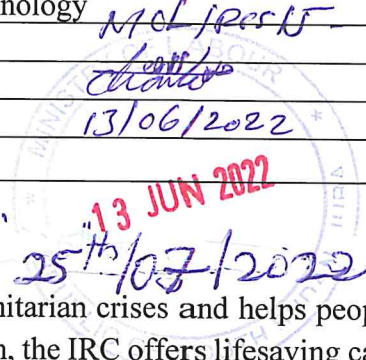




Vacancy Announcement	
Job Title:	IT Assistant
Band / Level / Grade:	9B
Department:	Information Technology
Location:	Juba
Overtime Eligible: (per local law)	Exempt
Opening Date	June 13 th 2022
Closing Date	June 30 th 2022

5b-4-3
Approved by
Senior Inspector
MOL/RES/15
13/06/2022



BACKGROUND: # Re-advertisement: Ending 25th/07/2022

The International Rescue Committee (IRC) 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, the IRC offers lifesaving care and life-changing assistance to refugees forced to flee from war or disaster. At work today in over 40 countries and 22 U.S. cities, we restore safety, dignity and hope to millions who are uprooted and struggling to endure. The 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 both refugees, internally displaced and host community settings. IRC operates in 10 field offices including in Juba with program portfolio covering health, nutrition, EH, child protection, economic recovery and development (ERD)/livelihoods, women's protection, and empowerment, Education, 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 health, safety, and economic well-being, targeting women, children, and other vulnerable.

JOB OVERVIEW/SUMMARY:

This position will be primarily responsible with offering IT support services to users, assisting and facilitating the installation and configuration of IT equipment and infrastructure, IT staff training/capacity building, and operations of IT activities within IRC South Sudan offices. The IT Assistant will offer 1st and selected 2nd level support to the Country Program IT users and will work closely with the IT Officers, the IT Manager, and on request with the DDO, and Regional ICT Director and all program sectors to ensure proper ICT functioning and support.

MAJOR RESPONSIBILITIES:

IT Support - Provide Level 1 and Level 2 Support

- ❖ Work with end-users in collaboration with IT Officer and/or IT Manager (or Service Desk) on resolving Level 1 issues in Country Program.
- ❖ Resolve or escalate Level 2 and Level 3 issues on request to appropriate internal or external resource (regional/international IT, management, and vendor) as necessary.
- ❖ Liaise with various in country Internet Service Providers (ISP) for the purpose of improving the system and resolving any breakdown in internet service provision.
- ❖ Ensure that Sophos Security tickets are handled promptly.
- ❖ Work with Helpdesk to create email addresses, update mailing lists, and keep proper tracking of email addresses.



Installation & Configuration and maintenance of:

- ❖ Offer systems administrative support to the Servers, Windows server 2019 operating system, Domain, and essential network services.
- ❖ Desktop/laptop hardware and software installation, configuration, repair, and maintenance. Re-imaging using the IRC standard Windows 10 operating system image.
- ❖ Local Area Network, wireless network, peer-to-peer or client server architecture, as appropriate.
- ❖ Liaise with various in country Internet Service Providers (ISP) for the purpose of improving the Internet service provision and resolving any breakdown in service.
- ❖ Provide monitoring reports with information on condition of network and ISPs to IT Manager to assist with timely upgrades and necessary changes

Maintenance, Repair & Security:

- ❖ Perform preventative maintenance on all IRC computers and network resources.
- ❖ Ensure that server backup is done on regular basis and that staff are reminded to do back up before their computers are sent out for repairs.
- ❖ Work with the IT Officer to update and maintain network documentation to include but not limited to IP addresses, system access, email creation system, upgrades and changes to original network, etc.
- ❖ Diagnose hardware and software faults by questioning clients patiently about a problem and explaining the procedures to them.
- ❖ Closely collaborate with International and HQ IT team on helpdesk, connectivity and other in country and global IRC IT projects.
- ❖ Any other IT related tasks assigned by the supervisor or Regional IT team to accomplish the overall organizational goals.

Training, Evaluation, & Testing:

- ❖ Help in empowering staff on basic care and maintenance of computers and other peripheral devices; safe handling and general operation of computers and accessories and ensure that all IRC staff follow IT policies and procedures.
- ❖ Prepare and submit regular weekly reports to IT Manager for incidents handled, monthly and trip reports that provide sufficient detail for planning purposes.

IT Asset Management

- ❖ Assist in keeping an up-to-date ICT asset register by performing monthly asset verifications for all IT assets including Software & licenses.

Policies & Protocols:

- ❖ Implement available plans for repair of dysfunctional laptops, desktop computers, photocopiers, printers, etc.
- ❖ Participate in the implementation of appropriate protocols for regular maintenance of all IRC computer related equipment.
- ❖ Provide input in IT related purchases and raise PR for IT related purchases.

KEY WORKING RELATIONSHIPS:



Position Reports to: National IT Manager - Juba

Position directly supervises: None

Indirect Reporting: Regional ICT Director – Cross Border

Other Internal and/or external contacts: describe the nature of departments or groups the position influences or requires support from to accomplish objectives.

Internal: All departments and users

External: IT equipment and supplies vendors, internet service providers

JOB REQUIREMENTS:

The requirements should establish a baseline (minimum) for educational background, previous work experience, professional knowledge or certification, specific skills and strengths and any other skill necessary to perform the essential functions of the job.

Education:

Diploma in Computer Science or an equivalent

Work Experience: 1 year of IT Support

Demonstrated Skills and Competencies:

- ❖ College Diploma in IT or Computer Science or equivalent technical work experience.
- ❖ CCNA course desired, MCSE or equivalent experience is a plus.
- ❖ At least 1 year experience in IT support.
- ❖ Experience installing, configuring and managing both wired and wireless LAN, Wireless Point to Point and firewalls.
- ❖ Computer setup and configuration.
- ❖ Microsoft office support experience required.
- ❖ Excellent communication and interpersonal skills required. Good public relations skills.
- ❖ Customer/Client service experience.
- ❖ Able to work independently within a team environment
- ❖ Traits:
- ❖ Highly motivated and ability to take initiative.
- ❖ Strong sense of personal integrity.
- ❖ Strong sense of ownership to assigned tasks.
- ❖ Attention to detail.
- ❖ Ability to multi-task.
- ❖ You must be a Team player with a Team spirit.
- ❖ Possess strong problem-solving abilities.
- ❖ Strong follow-up skills.
- ❖ Possess organizational skills and the ability to prioritize tasks.

Language Skills:



❖ Fluency in English (written and spoken) is required, and Arabic Language is Preferred.

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 on the basis 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

‘WOMEN, MINORITIES AND PEOPLE LIVING WITH DISABILITIES ARE ENCOURAGED TO APPLY.

HOW TO APPLY:

Interested applicants should submit a **CV with 3 references** and a copy of their **South Sudan national ID**, to **IRC Office Juba** or, by email to SS-HR@rescue.org **Not later than 5:00 PM on Thursday 30th June 2022.**

NOTE: Only short-listed candidates will be contacted and attach photocopies only while original academic documents will be asked at the interview panel and all the photocopies will remain the property of IRC.

LEBEL YOUR APPLICATION CLEARLY: IT ASSISTANT-JUBA

Re advertisement:
Ending 25th / 07 / 2022
@ 5 pm

