External Advert

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: IT Coordinator
Location: Juba- South Sudan
Grade & Level: C Zone 2 National
Contract Type: Fixed Term
Number of posts: 01

KEY RESPONSIBILITIES:

Management and Leadership:

✦ Management of the IS Function in South Sudan (Juba and Field Offices) through proactive work, planning and coordination for efficient service delivery and to enable the Country Management and Regional Teams to make informed decisions on budgets, field operations and emergency response situations.
✦ Provide Programme Managers and other budget holders advice on IS assets and running costs to be budgeted for in new proposals and annual budgets.
✦ Prepare and roll out a Country-wide IS Business Continuity Plan to ensure minimal disruptions occur in the event of a major incident
✦ Coordination and IT support for field locations wherever the need for IT support is highest and ensure that they have a long-lasting positive impact on the IT practices and set up in each location.
✦ Ensure user compliance to internal policies and procedures across South Sudan and report to IS Service Manager in case of violations.

Service Delivery Operations

✦ Act as the Primary point of contact for all service-related queries and requests and lead in IS Projects in South Sudan.
✦ Work with the Africa Service Desk team to ensure smooth running of the Service Desk within South Sudan by actioning and monitoring calls assigned to the team, resolving, or escalating to the Africa Service Desk Team.
✦ Manage the South Sudan Service Desk operations ensuring Service Level Agreement compliance – deliver support for all aspects of Service Delivery (e.g., Incidents & Requests, patching, client automation, endpoint deployments, Starters, Movers, Leavers etc.).

- Refer unresolved calls to the most appropriate resolver group and escalate calls to the correct level of management as appropriate
- Perform thorough analysis of all incidents to ensure that underlying trends and root causes are identified and permanently resolved.
- Regularly produce reports of customer satisfactions, SLA breaches in various forms to identify area of service improvement, new initiatives

✦ Manage user expectations and establish confidence in IS services and their outsourced partners, by proactively communicating service effect and achieved or missed SLAs. Ensure the formal process of identifying, communicating, and resolving 'known problems' is maintained and delivered.

IT Technical Support:

✦ Lead in implementing and maintaining applications that assist staff in the programme in their day-to-day work while ensuring that all software and hardware installed in the OGB offices conform to OGB IS policies

✦ Provide configuration management for South Sudan (detailed recording and updating information on the enterprises' computer systems including hardware and software) in the Configuration Management Database (CMDB) within ServiceNow.

✦ Implementing agreed IS strategies and policies and enforcing agreed software and hardware standards within South Sudan as guided by the Service Manager, Africa.

✦ Act as the Country Programme focal point for Continuous Service Improvement (CSI) initiatives working with the Africa IT Coordinator to ensure successful project implementations and learnings for CSI.

✦ Manage and Maintain the Infrastructure in Juba and Field offices as well as related network and power equipment.

✦ Assess, select, and manage IT service providers on service contracts (or support for Juba and field locations) ensuring the services provided conform to the set SLAs and continuous monitoring of the same.

✦ Put in place effective data management in the server ensuring data is backed up and restoration tested regularly to ensure business continuity.

✦ Management of South Sudan Active Directory Organisation Units to ensure that entry and exit of staff is well managed and information in the Active Directory is up to date and relevant.

Capacity Building and Staff Management:

✦ Line management of Country IT Staff including recruitment and performance management as guided by IS Service Manager

✦ Capacity building and guidance to Country IT Staff ensuring that they have the right skills to carry out their task

✦ Organize and conduct formal induction to all new staff and ensure the same induction is carried out by Country IT Staff

✦ Build user capacity on good IS practices and offer specific application training as required (in liaison with Regional Team or external trainers if relevant)

Other:

Ensure that potential health and safety risks related to IT and electrical systems are identified and pro-actively dealt with in a timely basis

SKILLS AND COMPETENCE:

Essential

- ✦ Bachelor's degree in Information Technology, Computer Technology, or a similar field.
- ✦ Minimum 5 years work experience in the Management of IT systems in a networked office environment, preferably in a similar environment as Juba and field office locations.
- ✦ Demonstrated expertise in office network and Windows server set up and maintenance.
- ✦ Experience in providing formal and informal IT training to technical and non-technical personnel.
- ✦ Strong troubleshooting, analytical, and problem-solving skills.
- ✦ Strong customer-service approach
- ✦ Able to communicate in English.
- ✦ Ability to work under pressure.
- ✦ Willingness to travel around South Sudan as required.
- ✦ Excellent interpersonal and communication skills.
- ✦ Ability to work with minimum supervision and willingness to work in a team environment, both locally and internationally.
- ✦ Understanding of the complexities of working in a multicultural environment.
- ✦ Fluency in written and spoken English

Technical/Operational Expertise

- ✦ High level and proven IT skills with strong knowledge of network and communications technology, including but not limited to, server and PC operating systems, network architecture, IP based networks (voice and data), satellite communications, desktop solutions, email systems and ICT4D tools.
- ✦ Demonstrated understanding and appreciation of ITIL processes particularly in Customer Management and Incident and Problem Management
- ✦ Experience in the following areas.
  - ✓ Automated software distribution tools
  - ✓ Remote Support Tool such as Team Viewer
  - ✓ Management of Active Directory and its policies within multi-site global environment
  - ✓ Office 365 Administration

Desirable

- ✦ Certification and professional training in Microsoft and Cisco/Meraki technologies with and knowledge on Cloud computing.
- ✦ At least three years' experience as an IT Coordinator or related role.
- ✦ Previous working experience in the NGO Sector
- ✦ Ability to Speak Arabic and any other local language spoken in South Sudan.
Knowledge and appreciation of Data Protection and compliance regulations.

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 27 February 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.

RELIEF & REHABILITATION COMMISSION
1 4 FEB 2023
REGISTRAR GENERAL
REPUBLIC OF SOUTH SUDAN