

MSF Switzerland (MSF-CH)

JOB VACANCY – ICT SUPERVISOR

Médecins Sans Frontières (MSF) is an international, humanitarian, non-governmental organisation providing assistance to people in need as a result of natural and man-made disasters, irrespective of race, religion, ideology or politics. MSF Switzerland (MSF-CH) is currently seeking to employ a qualified candidate for the following position with initial **6-months** Fixed Term Contract and Trail Period of **3-months**.

Position: ICT Supervisor

Number of Vacancies: 1

Location: Mayen Abun, Twic County, Warrap State

Scope of responsibilities:

Executing the maintenance, follow-up and monitoring of all IT and Telecom equipment, tools and services, as well as ensuring onsite technical support and training of users under his/her responsibility in accordance with MSF standards, policies, protocols and procedures, in order to guarantee the efficient use of all IT and Telecom services and infrastructure.

Main tasks:

- Monitoring, maintaining and following up on all Information Technology (IT) and Telecom equipment, tools and services in the mission, in accordance with MSF standards, policies, protocols and procedures;
- Supervising, implementing and improving data security protocols (data saving, firewall, User Access right, backup, security for equipment and software, etc.) to ensure data security, availability, and immediate operational recovery and continuity in case of emergency;
- Providing technical support and presenting MSF standards, policies, protocols and procedures to all users. Providing advanced technical support to logistics experts dealing with IT and Telecom systems. When needed, liaise with the Information Systems (IS) Specialist and/or HQ Technical Referent for 2nd line support, as well as with external providers, to ensure any incidents or problems that cannot be solved at his/her level are appropriately escalated;
- Providing educational support (briefing, training and support, etc.) to all users. Providing advanced educational support (briefing, training and support, etc.) to logistics experts dealing with IT and Telecom systems;
- Providing regular activity reports for the sites under his/her responsibility in accordance with MSF guidelines. Updating and archiving all user and ICT (Information and Communications Technology) related documentation due to changes in the IT and Telecom infrastructures;
- Participating in the establishment of the annual budget of the IT and Telecom families. Providing his/her technical expertise in the local purchase process;
- Planning, preparing and reporting the visits to the site(s) under his/her responsibility to ensure the preceding points;
- Performing any other task, specific to his/her area of specialty, as defined in his/her job description and according to the line manager.
- Perform monthly preventive services for the printers, computers, telecom equipment, cleaning to avoid breakdowns.
- Carry out inventory for ICT equipment according to MSF guidelines.
- Update assets on TMS as per needed.
- Assist with day to day tasks related to IT equipment.
- Assess the implementation of Internet Access in the PHCC.
- Follow up of all phones and internet credit payment in the project .
- Testing all telecommunication devices on a monthly basis .

Recruitment criteria

Education: Essential secondary education and formal technical training. Certifications in the domain would be an asset.

Experience: Preferably 1-2 years of proven experience in IT or technical functions

Languages: Fluent English mandatory (Writing and Speaking), local Language is an asset

- Knowledge:**
- Expertise in latest version of Microsoft Operating System and business applications (Office365)
 - Good knowledge of computer hardware and maintenance processes, network theory and their respective protocols, main email systems, IT security best practices and IT service management tools (ITSM)
 - Understanding in Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V)
 - Understanding of radio telecommunication concepts (HF, VHF, GSM, Satellite)
 - Teaching and supporting skills

Competencies: Results and Quality Orientation, Teamwork and Cooperation, Behavioural Flexibility, Commitment to MSF Participles, Stress Management.

How to Apply:

South Sudanese candidates who meet the above criteria are invited to apply through the below link using a computer or a QR code on their smartphone. **The deadline is no later than January 25, 2024.**

Please ensure you have a valid Warrap State Labour Card

<https://bit.ly/ICT-Twic>

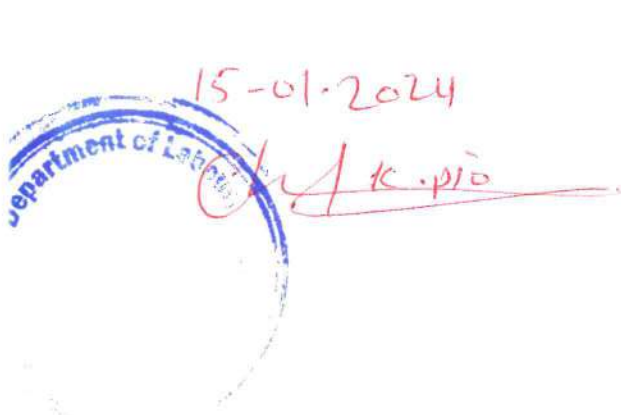


Only short-listed candidates will be contacted.

Female candidates are encouraged to apply.

Candidates are encouraged to apply early, as applications may be screened prior to the vacancy deadline.

*protection of your personal data is important to MSF. By submitting your application, you consent to MSF using your data only for the recruitment process to have all the information and documents necessary to proceed with the recruitment, validation of your application and selection of the most suitable candidate. Your data will be treated confidentially. Only people part of the recruitment process has access to your data. MSF does not sell your data under any circumstances. If you have any questions or requests, you can contact the **Twic HR Manager** at the **MSFCH office in Mayen Abun – Twic County.***



Phoebe
HR manager