



VACANCY ANNOUNCEMENT

Action Against Hunger is a non-governmental organization whose aims and mission is to save lives by eliminating hunger, under-nutrition, particularly during and after emergency situations like disasters. Action Against Hunger focuses on nutrition, health and healthcare practices; food security and livelihoods (FSL); water, sanitation and hygiene (WASH) and advocacy.

Action Against Hunger USA is currently looking for a qualified **South Sudanese Nationals** to fill in the position of **Digital Support Officer** based in **Warrap and Northern Bar el Ghazal (NBeG)**

Position: Digital Support Officer
Relapse to Acute Malnutrition Prevention (RAMP) Project
Reports to: Digital Manager
Level: AAH6
Location: Warrap and Northern Bar el Ghazal (NBeG)
Last Updated: April 2026
Start Date: As soon as possible
Opening date: 29 April 2026
Closing Date: 20 May 2026

About Action Against Hunger

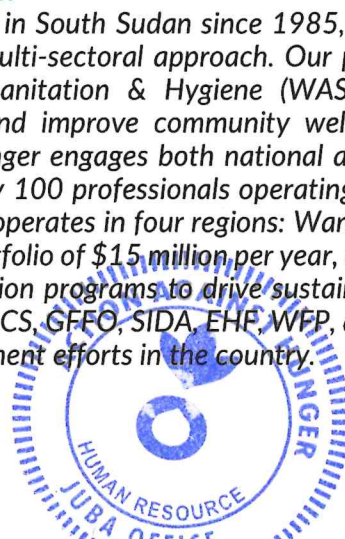
Action Against Hunger-USA is part of the Action Against Hunger International network, which provides humanitarian relief in over 40 countries worldwide in the sectors of nutrition, health, water/sanitation, and food security. Action Against Hunger-USA, an independent NGO, currently manages operations in 8 countries: Kenya, South Sudan, Zambia, Tanzania, Uganda, Ethiopia, Haiti and Somalia. Action Against Hunger-USA has approximately 2000 staff based in the various country offices, Head Quarters in New York City and Washington D.C., and an Operational Center in Nairobi. Additional growth is anticipated.

Simprints

Simprints is a nonprofit social impact organization focused on strengthening transparency and effectiveness in global development through biometric and digital technology solutions. Simprints designs and deploys secure hardware-based and hardwareless biometric identification systems, as well as tailored digital health integrations, to improve accountability and ensure that services reach intended beneficiaries. Since its founding more than ten years ago, Simprints has biometrically identified over 4 million individuals across 17 countries. Simprints has been working in East Africa for more than eight years, including in Ethiopia and Uganda, supporting governments and partners to enhance health and social protection systems.

About the Country Program in South Sudan

Action Against Hunger has been operational in South Sudan since 1985, addressing both chronic and acute needs through a comprehensive multi-sectoral approach. Our programs integrate Nutrition, Food Security & Livelihoods, Water, Sanitation & Hygiene (WASH), Protection, and Gender interventions to strengthen resilience and improve community well-being. To implement these programs effectively, Action Against Hunger engages both national and international staff, with a dedicated country team of approximately 100 professionals operating across regional and satellite offices. Action Against Hunger currently operates in four regions: Warrap, Northern Bahr el Ghazal, Pibor and Jonglei states with a robust portfolio of \$15 million per year, covering emergency response, resilience-building, research, and innovation programs to drive sustainable impact. In 2024/2025, the key donors include ECHO, UNICEF, AICS, GFFO, SIDA, EHF, WFP, and other partners committed to supporting humanitarian and development efforts in the country.



I. SUMMARY OF POSITION:

The Digital Support Officer plays a key frontline role in supporting the implementation and day-to-day functioning of the digital data systems for Action Against Hunger's flagship Relapse to Acute Malnutrition Prevention (RAMP) project.

The RAMP project is a large-scale operational pilot and randomized controlled trial (RCT) for a multi-million-dollar, multi-donor initiative aimed at preventing relapse after recovery from severe acute malnutrition. A central component of RAMP is an innovative digital data-collection system using DHIS2 Tracker integrated with Simprints biometric technology to track individual patient journeys and ensure continuity of care.

The Digital Support Officer works directly with frontline nutrition staff across project sites to support system rollout, provide hands-on training, troubleshoot technical issues, and reinforce correct use of digital workflows to ensure high-quality data collection and reporting.

II. PURPOSE:

The purpose of this role is to ensure that the digital and biometric systems are effectively adopted and consistently used across all project sites, resulting in reliable, high-quality data and smooth integration into routine service delivery. The role exists to bridge the gap between digital system design and real-world implementation by providing continuous, field-level support to users through hands-on training, field-level troubleshooting, and monitoring across 79 nutrition sites.

The position also supports Monitoring, Evaluation, Accountability, and Learning (MEAL) objectives by helping ensure that the digital system generates high-quality, analysis-ready data, and facilitating accurate, timely reporting across platforms, including government systems (e.g., DHIS2), cluster-level nutrition information system (NIS), and donor reporting.

III. ENGAGEMENT

The Digital Support Officer reports to the RAMP Digital Project Manager and collaborates regularly with the RAMP Coordinator, ACF MEAL team, nutrition program staff, and logistics teams to support implementation of the digital system. The role also engages with the global Simprints technical team to escalate and resolve system issues and contributes to continuous system improvement by sharing field feedback.

Externally, the position interacts with Ministry of Health representatives at county and state levels as well as community leaders and stakeholders, particularly in the context of community sensitization and building trust in the use of biometric technology.

IV. DELIVERY

The Digital Support Officer is responsible for ensuring that digital systems are consistently used, well understood, and functioning effectively across all RAMP sites. Success in this role is reflected in high levels of user adoption, minimal disruption due to technical issues, and strong data quality, including accurate, complete, and timely data entry.

The role contributes to maintaining reliable digital workflows in low-resource settings, strengthening the capacity of frontline users, and ensuring that digital tools effectively support both program implementation and research objectives.



V. ESSENTIAL JOB FUNCTIONS

1. Implementation & Training

- a. Support the rollout of DHIS2 Tracker and the Simprints biometric system across all project sites
- b. Conduct hands-on training for approximately 200 frontline users, including nutrition assistants, research staff, and other RAMP project staff
- c. Adapt training materials and approaches to users with varying levels of digital literacy

2. Technical Support, Troubleshooting, and Quality Assurance

- a. Act as the first line of support for hardware and software issues on Android devices
- b. Diagnose and resolve technical issues in real time to minimize disruption to services
- c. Escalate complex or unresolved technical issues to the Digital Project Manager and relevant technical teams as needed
- d. Travel regularly to field sites to monitor system use, adherence to digital workflows, and support low-performing sites
- e. Assist clinic staff (nutrition assistants) in effectively using the digital system to ensure accurate, complete and timely data collection
- f. Maintain logs of user feedback, support requests, issues, and resolutions. Generate regular reports on user support activities, including trends challenges and recommendations for improvement

3. Monitoring & Reporting Support

- a. Collaborate with the MEAL team to assess project progress and implementation quality
- b. Identify data quality issues (e.g., missing data, inconsistencies, outliers) and support corrective actions
- c. Support MEAL and research teams by preparing standardized data extracts and summaries aligned with reporting cycles, evaluations, and learning reviews.
- d. Support the consolidation of data into standardized reporting formats and facilitate routine reporting processes, including monthly Nutrition Information System (NIS) reporting, DHIS2 reporting, and other donor or program reporting requirements
- e. Support cross-checking and consistency of data across reporting systems, where applicable

4. Community Engagement & Sensitization

- a. Support community sensitization efforts related to biometric data collection
- b. Engage with community leaders, caregivers, and local stakeholders to build trust in the digital system
- c. Address concerns related to data privacy and biometric technology

VI. SUPERVISORY RESPONSIBILITIES

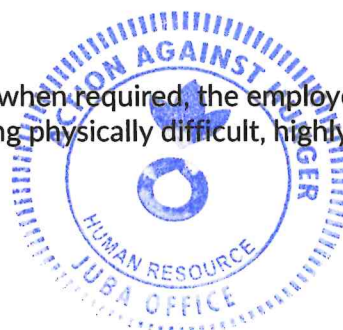
None

VII. FISCAL RESPONSIBILITY

N/A

VIII. PHYSICAL DEMANDS

- To travel to field locations as and when required, the employee must attest to a level of physical fitness capable of enduring physically difficult, highly stressful situations, which may



include the necessity to walk long distances, to eat a limited diet and/or to reside in potentially uncomfortable housing or tents.

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

IX. WORKING CONDITIONS, TRAVEL AND ENVIRONMENT

- The duties of the job require regular job attendance of at least five days per week. Must be available to work outside normal office hours or on the weekends as required by contact with the missions, mission security, or other obligations.
- Must be able to travel as required for standard domestic and international business travel as well as to the sub-offices if appropriate. While visiting sub-offices, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as to infectious diseases.

X. GENDER EQUALITY COMMITMENTS & ZERO TOLERANCE TO ABUSE

- Foster an environment that supports values of women and men, and equal access to information.
- Provide a work environment where women and men must be evaluated and promoted based on their skills and performance
- Respect beneficiaries' women, men, boys and girls regardless of gender, sex orientation, disability, religion, race, color, ancestry, national origin, age or marital status
- Value and respect all cultures.
- Promote and uphold the PSEA policy and procedures.



XI. REQUIRED QUALIFICATIONS

- Bachelor's degree in information technology, Public Health Informatics, Computer Science, or a related field.
- Minimum two (2) years in a similar role, ideally within a humanitarian or public health context.
- Experience supporting digital data collection or digital system implementation
- Experience working with frontline service providers or in field-based program implementation preferred

XII. REQUIRED ESSENTIAL SKILLS AND EXPERIENCE

- Experience using Android-based applications in low-connectivity settings, including offline data collection and synchronization
- Familiarity with digital data collection tools. Direct experience with DHIS2 Tracker and digital health tools strongly preferred
- Strong troubleshooting skills for mobile devices, applications, and basic hardware issues
- Ability to identify data quality issues (e.g., errors, inconsistencies, missing data) and support corrective actions
- Basic data management and analysis skills (e.g., Excel or similar tools) to support reporting and data review
- Strong communication and interpersonal skills, with the ability to provide clear, patient, and practical support to frontline staff
- Strong organizational skills and ability to manage multiple priorities in a fast-paced field environment
- Willingness to travel frequently to remote field sites
- Fluency in written and spoken English required
- Proficiency in MS Office applications and demonstrated comfort working with computers and tablets with minimal IT support
- Strong commitment to the mission, values and principles of Action Against Hunger and



Simprints

XIII. Commitment to Anti-Discrimination and PSEA

We provide equal employment opportunities (EEO) to all employees & qualified applicants for employment without regard to race, color, religion, gender, ancestry, national origin, age, handicap, disability, marital status, or status as a veteran. The incumbent is required to carry out the duties in accordance with the Action Against Hunger Safeguarding policies (PSEA, Child safeguarding and Code of Conduct). Action Against Hunger-USA complies with all applicable laws governing nondiscrimination in employment.

To apply, please! Send your Cover letter and CV as one document, your ID card, and only one highest academic document as a second attachment, do not zip your application. and three professional references to recruitment@ssd-actionagainsthunger.org. Specifying Digital Support Officer, as the title of your email before 5:00 pm May 20, 2026, or Hand delivered to Action Hunger Officers in Warrap and Northern Bar el Ghazal (NBeG, (we strongly recommend online Application). We do appreciate your interest in working with us; However, only shortlisted Candidates will be invited for an interview.

We will only receive, accept, and consider all applications submitted through the referred channels above, any applications submitted other than channels stated here will not be accepted & and considered.

Due to the urgency of this position we will review and shortlist received applications.

"This Position is Open to South Sudanese Nationals Only

"Qualified Female Candidates are encouraged to apply"

