RELIEF INTERNATIONAL

JOB VACANCY

Position:	IT & Asset Officer-Roving
Location:	Juba (with regular field visits)
Direct Line Supersior:	Supply Chain & Operations Coordinator
Technical Supervisor:	Regional/Global IT coordinator/Manager

About Relief International

Relief International (RI) is a leading non-profit organization working in 20 countries to relieve poverty, ensure well-being and advance dignity. We specialize in fragile settings, responding to natural disasters, humanitarian crises and chronic poverty.

Relief International combines humanitarian and development approaches to provide immediate services while laying the groundwork for long-term impact. Our signature approach — which we call the RI Way—emphasizes local participation, an integration of services, strategic partnerships, and a focus on civic skills. In this way, we empower communities to find, design and implement the solutions that work best for them.

Often, RI is an organization that provides healthcare, education, logistics, energy, capacity building, economic development, WASH, and many other forms of assistance to the highly vulnerable communities. RI believes that gender equality is a basic right for all people, and it is critical to directly address gender-based discrimination and promote gender equality to ensure sustainable development.

Position Summary:

The IT & Asset Officer monitors and maintains Relief International's computer networks and Assets throughout RI offices in South Sudan, installs and configures hardware and software, dispose Assets and provides technical support to RI staff. The IT & Asset Officer, under supervision of Supply Chain & Operations Coordinator, works closely with the Regional IT Specialist as well as the Global IT Manager to help drive down global IT regulations and procedures to the local country offices, and ensure country offices are in line with the RI global IT strategy.

Main Duties and Responsibilities:

User Support
- Utilize the IT support ticketing system to troubleshoot users' computer problems, determine sources of issues, and deliver appropriate solutions.
- Support in-country RI staff to access IT-managed services, and
- Setup new users' accounts and assist users to maintain active profiles throughout IT-managed systems

Computer Systems Monitoring and Maintenance

- Follow the RI Computer Standards to install and configure computer operating systems and all RI software
- Plan and undertake scheduled maintenance to ensure all local computers are up-to-date with important software and system updates
- Manage and keep track of IT inventory and Assets for RI-South Sudan offices

Network Monitoring and Maintenance

- Perform regularly scheduled network equipment maintenance to ensure office networks are running smoothly
- Monitor networking firewalls and enforce network security policies
- Diagnose and fix network problems or potential problems
- Maintain other networked equipment, including but not limited to: printers, scanners, VoIP phones, power generators and web conferencing systems.

Information Security Response

- Monitor and response to security alerts associated with local users in the Cisco Thread Response portal
- Ensure all the local devices are free of virus/malware and the protection agents are up-to-date
- Coordinate with Cyber Security Working Group to response to any cyber-attacks targeting local users or devices.

Infrastructure Maintenance

- Manage and maintain Power Sources to the office, upgrade if needed. Including gas generator and renewable energy sources, if apply.
- Maintain and manage office cabling, including power cables and network cabling
- Setup necessary backup power options to ensure uninterrupted power supply to the network

IT knowledge and user training

- Complete and fulfill all IT training requirements
- Attend necessary IT webinars and seminars to stay up-to-date with changes to all IT-managed solutions
- Maintain knowledge of industry trends and support best practices
- Provide basic IT user training and orientation to local staff as needed

Assets Management

- In liaison with Supply Chain & Operations Coordinator leads in gathering all information related to procured assets for asset register update.
- Ensures all assets are always appropriately tagged in line with RI Asset management policy.
- Ensures assets inventory control/check is done periodically through physical count as per RI policy.

- In liaison with Supply Chain & Operations Coordinator, take leads on Asset Disposal plans and process.
- Liaises with asset users to ensure assigned assets in good condition and utilization all the time
- Ensures that all assets are correctly covered by insurance insured and follows the correct channel to manage losses, defects and damages.
- Maintains accurate record of all assets through proper filing system
- Plans and ensures monthly and quarterly physical verification of assets is done timely in accordance with RI policy;

Management and Leadership

- Ensure the highest standards of behavior both inside and outside of work, promoting the values outlined in RI's Code of Conduct and safeguarding policies.
- Act as a role model for ethical conduct standards, setting a positive example for team members.
- Embrace diversity and demonstrate inclusive and equitable behavior in all interactions.
- Ensure that both personal actions and those of team members do not adversely impact the safety of RI staff and the vulnerable communities we serve.
- Promote awareness among donors, partners, and communities regarding RI's conduct and reporting mechanisms.
- Embed safeguarding principles in all aspects of work, ensuring they are integrated into operational practices.
- Foster a culture of transparency and accountability by establishing and maintaining effective reporting systems.
- Promptly report any concerns related to conduct, safety, or ethical issues to the appropriate channels.

Reporting
- The IT & Asset Officer will prepare and present weekly progress updates and monthly progress reports against agreed targets at the end of each month;

Qualifications and Requirements:
- University degree of Computer engineering and/or information and Technology science.
- 3-5 years' experience in IT and operational support functions preferably with an International humanitarian organization in South Sudan.
- Experience in emergency response.
- Solid knowledge of practical logistics procedures and experience maintaining supply pipelines.
- Advanced skill in IT with basic knowledge in Procurement, Fleet Management, warehousing, Assets Management and Inventory Control, Safety and Security.
- Demonstrate attention to details, ability to follow procedures, meets deadlines and work independently and cooperatively with team members.
- Excellent interpersonal, communication, organizational and planning skills required;
- Ability to fluently communicate in English language and able to write and read clearly.

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GENERAL CONDITIONS:

- Applicant must not be a person with bad records or have been convicted of Sexual Exploitation and Abuse (PSEA), Sexual Harassment and Child Abuse cases.

POLICY COMPLIANCE AND IMPROVEMENT:

- Ensure any violations of the RI Sexual Abuse and Exploitation Code of Conduct and other RI Policies are reported in accordance to the RI Reporting mechanism. The reporting of violations is an obligation on the part of all Staff members.
- Assist where necessary in undertaking activities that aim to prevent the occurrence of sexual abuse and exploitation of beneficiaries by RI and other humanitarian workers.

Applicant must not be person who has bad record or has been convicted of Sexual Exploitation and Abuse (PSEA), Sexual Harassment and Child abuse cases.

We would like to share Relief International's values with you:

- We uphold the Humanitarian Principles: humanity, neutrality, impartiality, and operational independence. We affirmatively engage the most vulnerable communities. We value:
- Inclusiveness
- Transparency and Accountability
- Agility and Innovation
- Collaboration
- Sustainability

APPLICATION SUBMISSION CRITERIA

HOW TO APPLY:
- Aspiring potential interested applicants should submit motivational letter, CV and copies of academic documents in a sealed envelope or email, **Subject line clearly marked** with the **Position Title**. to Relief International office in **Juba Na-Bari Plot 347, Block 2-K** or by Email to; **recruitments@ri.org**
- Because this position is urgently needed to be fill, short listing shall be conducted before the deadline/as applications are being received (On rolling basis)
- Deadline: **12th June 2025-4:30 pm SSD** local time
- Only shortlisted applicants will be contacted within two weeks of closing date.

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