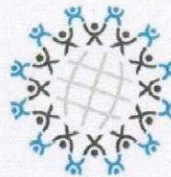


IntraHealth

INTERNATIONAL

Because Health Workers Save Lives.



IntraHealth/USAID AHEC Project – South Sudan-Juba



Vacancy Announcement

Job Title : Information Technology Officer
Location : Juba, South Sudan
Contract Type : Regular dependent on funding
Supervisor(s) : Finance and Administration Director
No. of Post : 1 position
Duration : Regular with 3 months probationary period
Application Deadline : December 29th, 2020
Start Date : ASAP

Background:

IntraHealth International, Inc. is a US based global health nonprofit organization that has worked for 40 years in over 100 countries including South Sudan. IntraHealth is implementing U.S Government funded projects in South Sudan with funding from US Centers for Diseases Control and prevention (CDC) and USAID in collaboration with Government of South Sudan Ministry of Health (MOH), South Sudan AIDS Commission. IntraHealth is implementing Strengthening National Capacity for Integrated HIV/AIDS Health Data Collection and Family planning. We improve the performance of health workers and strengthen the systems in which they work so that everyone everywhere has the health care they need to thrive.

IntraHealth's programs generate long-term social and economic impact to keep communities around the world healthy, strong, and prosperous. And our dynamic staff are passionate about global health and committed to excellence

PROJECT DESCRIPTION AND SUMMARY OF ROLE

Advancing HIV & AIDS Epidemic Control (AHEC) Activity is a USAID funded consortium led by IntraHealth to create a rapid community-led response and aggressively strengthen HIV services along the prevention-to-care continuum, paying special attention to case finding and retention. This four-year, contract build on IntraHealth's 15-year history of partnership in South Sudan as it works with the government to increase the effectiveness and efficiency of the country's efforts toward HIV epidemic control. Through a layered approach with local organizations and PEPFAR implementing partners, the South Sudanese government, and local communities, AHEC will build local capacity and resilience and adapt evidence-based HIV prevention, care, and treatment interventions for people living with HIV.

The IT Officer works under the supervision of the Senior Finance and Administration Officer and is responsible for all the IT operations of the project including setting up and maintaining IT systems and providing hardware/ software support and IT training to staff in person and remotely.



ESSENTIAL FUNCTIONS

- Provide technical support to physical, telephone and email requests from users for all PC hardware, software, phone systems and associated peripherals. To redirect or escalate support requests to the appropriate member of the IT Helpdesk in Chapel Hill where matters cannot be resolved locally.
- Work closely with the Chapel Hill ICT team in managing and maintenance of network infrastructure. This will include network monitoring and troubleshooting, structured cabling, wireless network management, domain maintenance, network security and communication infrastructure management, for example phone system and liaising with service providers.
- Manage the help desk system and log support calls and document their outcome to facilitate the resolution of common queries.
- Deploy PCs and software (e.g., operating systems and desktop applications) and associated peripherals. This includes new installations and the redeployment of existing equipment.
- Maintain the existing PCs and peripherals to standards determined by the Team Leader, by performing upgrades, new installations and carrying out routine procedures.
- Work closely with the IT systems specialist as a means of self-improvement and continuous learning
- Assist in the compilation and maintenance of an accurate inventory of hardware and software and perform periodic audits
- Assist in the compilation of the IT Helpdesk's technical documentation, guidelines and procedures and ensure they are disseminated to users.
- Assist in the procurement of IT hardware and software in consultation with the Chapel Hill ICT team
- Build the capacity of end users through individual coaching and other mechanisms, for example, periodic tips and tricks. Includes support for online meetings, for example, Microsoft Teams, Zoom and Skype
- Assess environmental impacts and recommend control measures
- Establish and maintain a good working relationship with staff and external partners
- Follow guidance from and work closely with the US-based Global Helpdesk Supervisor and ICT administration team

EDUCATION/EXPERIENCE REQUIREMENTS

- At least a bachelor's degree in information technology or computer science
- An advanced diploma in computer operations or technology
- 3 years' experience trouble shooting IT issues and providing excellent customer service
- Must possess working experience in NGOs set up
- Good interpersonal and communication skills
- Ability to organize time and manage a variety of tasks simultaneously

- Good organizational skills

COMPETENCIES

Innovation: Develops new, better or significantly different ideas, methods, solutions or initiatives within your role that result in improvement of IntraHealth's performance and meeting objectives, results and global commitments.

Accountability: Holds self and others accountable for all work activities, research and personal actions and decisions; follows through on commitments and focuses on those activities that have the greatest impact on meeting measurable high-quality results for IntraHealth's success. Exercise ethical practices, respectful words and behaviors and equitable treatment of others in all activities.

Service Excellence: Knowledge of and ability to put into action customer service concepts, processes and techniques to access internal and/or external client needs and expectations and meet or exceed those needs and expectations through providing excellent service directly or indirectly

Effective Communication (Oral and Written): Understands effective communication concepts, tools and techniques; ability to effectively transmit, explain complex technical concepts in simple, clear language appropriate to the audience; and receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

Planning and Organizing: Develops clear goals that are consistent with agreed upon strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate time and resources for completing work; foresees risks and allows for contingencies when planning; and monitors and adjusts plans and actions as necessary.

Interpersonal Relationships: Knowledge of and the ability to effectively interact within and across Divisions, Departments/Country Offices and with international partners in a constructive and collaborative manner.

Salary for the position will be negotiated according to qualifications and relevant experience.

Due to the urgency to fill this position, applications will be reviewed on rolling basis.

This position is open to South Sudanese nationals ONLY.

Application Procedure.

Interested and competent candidates should apply through the below link:

<http://www.intrahealth.org/section/careers>

Hard copy of applications can also be dropped at IntraHealth International office located at Juba Nabari near American Residence, Plot No. 187 Block 3-K South, to the attention of the Human Resource Department.

Kindly, attach an Application Letter, copy of National ID card, Academic Credentials and a Curriculum Vitae (CV) including contact details of 3 professional references who must be the most recent or current supervisor.

Deadline for receiving applications is 17:00 hrs Juba South Sudan Time before or on December 29th, 2020.