



## PLAN INTERNATIONAL SOUTH SUDAN JOB ADVERT

Plan is an International Child Centered Community Development organization – without religious, political or governmental affiliation – that works with children and their communities in 50 of the world’s poorest countries to make lasting improvements in their lives. Plan’s work worldwide benefits around six million children in Africa, Asia and Latin America. Program implementation takes place in 50 Country Offices and 4 Regional Offices, working with more than 90,000 mostly rural communities.

As an International child-centered community development organization, Plan International South Sudan is committed to the wellbeing of children and to supporting the Convention of the Rights of the Child and it does not tolerate child abuse. The institution therefore expects that all of its employees and others who work with it have children’s best interests at the heart. Plan International is committed to protecting children from all forms of abuse and violation of their rights.

Plan International South Sudan supports development interventions in the domains of education, livelihood, building relations, child protection, governance and social protection.

**Plan International South Sudan is seeking to recruit dynamic and suitably qualified and experienced South Sudanese for the following vacant position:**

**POSITION 1; No. of Vacancies (1)**

Job Title	: IT Assistant
Department	: HR&OD Business Partner
Reports to	: IT Manager
Location	: Juba.

### I. Job Summary

Financial measures or statistics relevant to the post such as budget: list of direct and indirect reports  
Financial decisions-no  
Reports-yes  
Responsibility-yes

### II. Key End Results and typical Responsibilities:

*“What” is done and “why” but not “how”; include indicators of success*

- Install, configure, deploy and maintain Personal Productivity Tools such as desktop computers laptops, printers, business mobile phones, radio, and other communication equipment and software based productivity tools such as email, Office Applications (Word, Excel, and PowerPoint), Skype fo

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Business among others. This also includes undertaking upgrades of existing systems, in line with the Global IT and Communication standards and guidelines.

- Assists the IT manager towards establishment of operational procedures and tools for IT service desks to provide effective and timely technical support to all users at Juba Office and field office that ensure high user productivity and guarantees customer satisfaction. This includes but is not limited to logging incoming tickets, troubleshooting and resolving users' problems, keeping track of the users' problems and queries, undertaking basic repair of hardware and software systems and escalating tickets to Tier 2 support.
- Assists in Implementing and enforcing ICT policies, standards and guidelines, through providing staff with ICT policies, standard and guidelines, ensuring the appropriate use of ICT equipment and services and enforcing appropriate licensing in compliance with IT Global standards and internal policies.
- Enforcing security standards and hence ensuring the security of the customer's ICT equipment and data. This will include: ensuring the standard anti-virus application suite is installed on all client computers, is regularly updated and ensuring users are backing up data to shared drives
- Assists in Maintaining an updated inventory of all ICT assets and accessories at Juba Office/field office and hence manage the equipment life cycle including replacements and disposals. As such advise and help users on computer hardware replacement and disposal process, maintain lists of computer hardware and software requiring upgrade or replacement and make analysis and projection of hardware and software replacement before budget preparation and advise IT Manager appropriately.
- Monitor of all vehicle movements in Plan International South Sudan through tracking system, Daily running and management of the Control Room for the Country program.
- Manage the Communications function including providing training on all communications systems and procedures.
- On call 24/7/365 for emergency response
- While this job description is intended to be an accurate reflection of the duties involved in this position Plan International, South Sudan reserves the right to add, remove or alter duties when business needs dictates.

### Required Skills and Experience

#### Knowledge

- Bachelors Degree in Computer Science, Information Technology, Electrical and Electronic Engineering or related field
- Microsoft Certified Systems Engineer
- ITIL Certification
- Strong technical knowledge and skills in Windows 10 pro, MS office 2010 and above, substantial skills in SAP, knowledge LAN/WAN installation and configuration.
- 1 years' experience in providing ICT
- technical support and training, preferably within an NGO context and environment.
- A depth of experience and knowledge in Communications equipment.

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- In-depth knowledge of working with VHF/HF radios and satellite phones
- Thorough knowledge and high-level skills and experiences of computer hardware and software installation configuration and maintenance.

### 1. Skills

2. Strong administrative skills
3. Analytical and problem solving skills
4. Excellent communication skills
5. Strong negotiating and influencing skills
6. Ability to relate technical issues to a largely non-technical audience (business).
7. Willing and able to travel to Field Offices for work assignments (spend 40% of time in the field)
8. Good customer service skills and experience Good written and spoken English Language

### Safeguarding Commitment.

- Ensure safeguarding policy and COC of plan international in South Sudan is observed by staffs, associates known to the beneficiaries and all safeguarding concern are reported.
- Ensure staffs, beneficiaries and associates are aware of reporting mechanisms and maintain the confidentiality of the safeguarding concerns

### Dealing with Problems:

- Identifies and proposes innovative processes for ICT related subjects
- Collaborate with IT, Security Manager at CO and Security focal persons at field level.
- Successfully handles multiple tasks and initiatives.
- Promotes innovation and learning.

### Communications and Working Relationship

Working contacts inside and outside the organization: include the purpose and level.

#### INTERNAL

- IT Manager (direct Supervisor)
- CSM
- Field offices team
- Other Plan staff

#### External

- Suppliers and service providers
- Government authorities and agencies.
- Visitors

### Behaviors

Good team player

- Highly effective networking and inter-personal skills
- Timely and effective delivery
- Gain, develop and retain credibility about performance
- Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Plan International values.
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

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## Physical Environment and Demands

Frequent travels within the country and to our Field Offices

### Level of contact with children

- High level of contact with children

All applications marked on the right hand corner of the envelop "Application for the Position of IT Assistant should be addressed to:

The HR & OD Business Partner  
Plan International South Sudan  
Hai Cinema

Or you can submit via this e-mail address [hr.ss@plan-international.org](mailto:hr.ss@plan-international.org)

The closing date for receipt of applications is before close of business on 29<sup>th</sup> February, 2020. Interested persons can collect *Plan Application Form* from the *Security Post* at the above address or from the field office in the location you are applying from.

*Plan is an equal opportunity employer within the meaning of the relevant UN convention. Women are encouraged to apply.*

