

Approved by *S. M. O. J. S. and HRD*



VACANCY ANNOUNCEMENT ASSISTANT ICT/ADMIN OFFICER-X1

Concern South Sudan is an international humanitarian NGO working in South Sudan since 1998. It is dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries through the provision of Health & Nutrition, Shelter, WASH and Livelihood activities in the three States of South Sudan.

Concern South Sudan is looking for a suitable candidate to fill the position of **Assistant ICT/Admin Officer** to be based in **Bentiu, Unity State**.

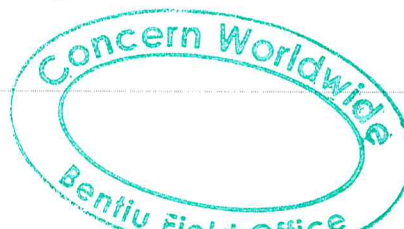
Job Purpose:

The incumbent will ensure effective and efficient delivery of ICT and administration services in compliance with Concern's policies, procedures & best practices for smooth running of Concern's operations in Unity State.

Main Duties & Responsibilities:

ICT Roles and Responsibilities

- Investigate all ICT related problems & take appropriate corrective action
- Escalate ICT related problems and liaise with in country/regional helpdesk for further support as needed
- Build the capacity of staff/end-users in the use of ICT hardware and software as well as ICT user regulations and policy
- Induction/orientation of new staff on ICT and ICT user regulations and policy
- Implementing and supporting ICT infrastructure systems & network installations in line with Concern's policies & procedures
- Undertake routine ICT hardware and software upgrades including managing ICT hardware moves between sites and offices
- Implement and support communications infrastructure – internet, email, satellite phones, HF/VHF radios etc.
- Monitor and support data backup processes and data recovery systems
- Investigate, fix and report problems with office support systems e.g. PCs, projectors, photocopiers, printers, scanners, shredders, UPS, routers, cables, communication devices, DDGs etc.
- Liaise with nominated ICT service providers in relation to quality of service and performance issues
- Maintain a schedule of hardware and software upgrades e.g. virus protection and ensure all PCs are kept up to date with operating systems patches and antivirus software
- Plan and undertake field and project support assignments as required e.g. for standard maintenance requests
- Implement appropriate file and folder management system to ensure optimal use of storage space and ease of access of data & information
- Track and control equipment being added to the network ensuring compliance with procedures for such movements and data exchange



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28 JUL 2022



- Track and ensure servicing and maintenance of all ICT equipment and maintain such records up to and including support contracts/agreements

Administration Roles & Responsibilities

Facilities Management

- Organise for and supervise housekeeping services - garbage disposal, pest/rodent control and cleaning to ensure a clean, healthy, safe and professional working environment, accommodations and storage
- Manage the set-up of new and exit of vacated properties including inventory management and clearance with landlords/users
- Schedule, facilitate & follow through on facilities (offices/stores/accommodations) repairs and maintenance

Asset & inventory Management

- In collaboration with ICT and Finance maintain an updated Fixed Asset Register and Inventory List as per Concern's policy
- Responsible for safety, issuance and recovery of all Concern assets and inventory in Unity State and ensure all required documentation are completed at issuance and recovery and filed appropriately
- Ensure all Concern property, furniture & equipment are serviced, safeguarded and maintained appropriately
- Liaise with Juba Admin to facilitate Concern asset/inventory claims of loss/damage etc. and their recovery and replacement
- Advise Line Manager on distribution & disposal needs for assets & inventory

General Office Support

- Book staff and visitors accommodation in Unity State and schedule airport pick-ups and drop-offs with the Transport Officer
- Prepare monthly accommodation report by 5th and submit quarterly invoice to Juba for payment
- Monitor all stationery, supplies, utilities, furniture and equipment to ensure timely & adequate availability & proper utilisation
- Timely & proper servicing, repair and maintenance of all office and hub furniture, equipment, appliances etc.
- Liaise with Juba administration team to track admin contracts e.g. leases, insurances, licenses etc. & ensure renewal in advance of expiry
- Track and process admin utility payments where appropriate
- Establish effective filing and archiving system and manage the filing and archives of the office on regular basis according to Concern procedures
- Manage the office notice boards & display official communications in a professional, proper and attractive manner

Office Health, Safety and Security

- Ensure compliance of general office health, safety and security as per Concern's guidance and the Security Management Plan
- Maintain key safe with all sets of keys and ensure compliance with the key holding policy for office safety and security
- Induction of new staff on admin guidelines and procedures including fire safety procedures, covid-19 protocols etc.
- Ensure all office covid-19 protocols are observed at all times e.g. social distancing, handwashing/sanitation facilities, masks etc.



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- Ensuring the office has a fully stocked and in-date first aid kit including tracking usage of first aid kit items and ensuring timely replenishment
- Ensure that all offices, fleet and gen-sets have first extinguishers and relevant fire safety equipment and that they are well and timely serviced
- Ensuring all relevant office health, safety and security certifications are available and up to date
- Report all incidents/accidents and put in place appropriate health and safety measures in conjunction with the Base Manager
- Supervise support staff i.e. cleaners including day to day management as well as setting & reviewing their annual performance objectives

Concern Code of Conduct and Associated Policies

To adhere to, support and promote the standards outlined in the Concern's Code of Conduct and its Associated Policies and be committed to providing a safe working environment.

Emergency response

Concern is committed to responding to emergencies efficiently and effectively in order to help affected people meet their basic needs, alleviate suffering and maintain their dignity. To this end, when emergencies strike and the South Sudan Programme is to respond, all staff are required to actively participate in the response, regardless of location and contribute to the efforts aimed at achieving the humanitarian objective of the organization.

Qualifications - Education/Training/Experience

- A diploma/certificate in ICT, Computer Science, Computer Engineering or relevant field and or/with MCSE/CCNA or other ICT professional qualification and knowledge of relational databases e.g. SQL is an added advantage
- A diploma/certificate in Administration, Business, Commerce or Operations Management is an added advantage
- Knowledge of PC, network architecture and cabling systems: Windows 2012/2016 server, Windows 10, MS Exchange Server, ISA Server, Ethernet, TCP/IP protocols and other Microsoft products
- Knowledge of communications systems: HF/VHF radios and satellite technologies, internet technology, telephone systems and network security systems
- Knowledge of generators, UPS, electrics, inverters and solar power
- At least 3 – 5 years' experience in a similar role. Experience in an NGO or CBO is preferred

Key competencies:

- Knowledge of and competency in administration and store processes and procedures
- Ability to communicate effectively and to deliver training programmes
- Excellent communication, interpersonal, planning and organization skills
- Fluency in English. Fluency in the local language is preferred
- A creative and proactive self-starter with an ability to work under pressure and minimal supervision
- Respectful of others, their beliefs and values
- A reliable person with high integrity and an ability to maintain confidentiality

Safeguarding at Concern: Code of Conduct and its Associated Policies



Concern has an organisational **Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy.** These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the **highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission.** Any candidate offered a job with Concern Worldwide will be expected to **sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment.** By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the **safeguarding** and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including **criminal background checking.**

How to apply:

1. Interested candidates are requested to submit their Applications, Updated CVs of not more than 3 pages and a copy of their nationality ID in a sealed envelope addressed to HR Department at **Bentiu Field Office, Juba** or at **vacancies.juba@concern.net** **not later than 11th August 2022 (The advert runs from 29th July 2022 to 11th August 2022)**
2. The position is strictly open to South Sudanese nationals only
3. Only shortlisted candidates will be contacted and applications submitted will not be returned
4. Summary Profile & Self-declaration forms are mandatory when submitting an application

CONCERN WORLDWIDE IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT CHARGE FOR ANY KIND OF RECRUITMENT.

WOMEN ARE STRONGLY ENCOURAGE TO APPLY TO OUR ORGANIZATION.

WE CELEBRATE DIVERSITY!

Approved by Sandps and HR



Approved by RHC Unity

