Date: 02nd/12/2022

JOB ADVERTISEMENT

Organizational Background

Support for Peace and Education Development Programme (SPEDP) was founded in 2007. The organization was registered by the Ministry of Justice and Constitutional Affairs on 25th May 2009 under Reg. No. 456 and by SSRRC in April- 2011 under Registration No. 114. SPEDP is also registered in Uganda by the Ministry of Internal Affairs on 30th September 2016 under Registration No. 0146. SPEDP has a presence in the nine states of South Sudan including Central Equatoria, Eastern Equatoria, Western Equatoria, Northern Bahr-el-Ghazal, Western Bahr-el- Ghazal, Warrap, Unity, Upper Nile, and Jonglei. SPEDP has reached over 500,000 households (returnees, internally displaced people, and host communities) in South Sudan through its (I) Resilience Building; (2) Humanitarian Response: (3) Health and Nutrition; and (4) Research and Innovation programmes.

Project Background:

With funding from the African Development Bank through United Nation Development Programme (UNDP), SPEDP is preparing to support the implementation of a project called "The Youth Enterprise Development and Capacity Building (YEDCB) project". The YEDCB project will use the organic (community-owned and initiated) Village Savings and Loan Associations (VSLAs) model to enhance youth employment through the creation and sustainability of MSEs in Central Equatoria Juba County in particular. The project will deliver trainings through the Integrated Business, Employment, and Innovation Hubs (iHubs) established by UNDP as well as existing training institutions and centres, in partnership with the private sector, and financial institutions. The project will support the establishment of new and existing growth-oriented MSEs through the agriculture value chain in horticulture, honey, sesame, groundnuts, poultry, fish, cattle, and shea butter among others.

Hence, SPEDP is looking for a compassionate career Guidance and Business Development Officer to aid its clients with interpreting and selecting their preferred business career trajectories. The role will be required to uncover clients' prominent and latent strengths, administer and score ability measures. The role shall also prepare project clients for entry into their preferred business disciplines.

Details for the position:

Job Title:	ICT Assistant
Vacancy position	1 (One)
Country Program:	South Sudan
Duty Station:	Juba County
Position Reports to:	ICT Officer
Position Opened for:	South Sudanese Nationals
Desired Start Date:	ASAP
Duration :	12 Months
Closing Date for Applications:	December 21st 2022

Tasks and Responsibilities

The ICT assistant will primarily be responsible with assisting and facilitating implementation of ICT management systems, Software applications, programming and systems network & integration of a management information system, staff training and operation of IT activities in MTC, Juba. The ICT Assistant will work closely with SPEDP IT Officer and all program sectors to ensure proper ICT functioning and support.

Job Description

1. Support implementation of ICT management systems, strategies and policies, focusing on achievement of the following results:

   - Compliance with corporate information management and communication technology standards, guidelines, policies and procedures in the line with SPEDP mission.
   - Achieving the result-oriented ICT Section work plan related to helpdesk, networking and communication services and trend.

2. Assist on effective functioning of the hardware, software packages, LAN/WAN connectivity and System, focusing on the achievement of the following results:

   - Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention, and making sure that they are operating at optimum level.
   - Software distribution updates, scripting, testing and support delivered adequately and properly.
   - Administration, operation, technical support and monitoring of personal computers.
   - Troubleshooting of personal computers, in collaboration with other ICT staff.
   - Performance of tasks related to scheduled service requests, including equipment replacement.
   - Assist in monitoring, operation, and performance of LAN/WAN connectivity, and communication services.

3. Provide ICT helpdesk services on to ICT authorized users, focusing on achievement of the following results:

   - Timely response to helpdesk requests from callers and walk-ins; provide remote assistance to ICT authorized users with ICT problems.

- Troubleshooting of personal computers; collaboration with other ICT Section staff and user departments in maintaining efficient and reliable operations of personal computers.
- Establish and manage existing classified database of target beneficiaries-Juba I-Hub
- Provide regular updates (preferably on quarterly basis) on required project related data
- Work closely with SPEDP Project manager and UNDP technical project team as well as the Oversight Committee
- Resolution of problem calls or service requests.
- Performance of tasks related to scheduled service requests, including equipment replacement, hardware/ software installation/de-installation.
- Preparation and release of ICT resources to authorized users as approved.
- Diagnosis and resolution of hardware, software or connectivity problems.
- Use of standard Help Desk operating procedures; accurate log of Help Desk contacts using call tracking software.
- Maintenance of documentation of all personal computers.
- Extracting, inputting, copying and filing data from various sources.

4. Ensures facilitation of knowledge building and knowledge sharing in the organization, focusing on achievement of the following results:
- Participation and assistance in ICT training for ICT authorized users.
- Technical advice to staff as well as guidance and training to new/junior staff.
- Contributions to knowledge networks and communities of practice.
- Ensure all confidential information and data should be handled in accordance with Information Security Policy.

Qualities and Experience
- At least 3 years' experience in a NNGO or INGO in a busy IT support environment
- Experience in working with networked computing systems/windows TCP/IT networking experience
- Knowledge and competence in Microsoft operating system
- High level of hardware/software trouble shooting experience
- Able to work under harsh and extreme conditions, good judgement and problem solving skills
- Demonstrate a customer-focused, motivated and pro-active approach to work
- Strong planning, organization and problem solving skills with ability to work hands-on, independently, and within team in a difficult work environment.

Education
Diploma in information Technology, computer science, Business information Technology or other related field from a recognized institution.

Application procedures:
Applicants desiring consideration for this position should submit their expression of interest with the following non-returnable documents;
- An application letter, expressing your motivation for the position you are applying and how you think you have precisely met the requirements.
- Current CV, copies of diplomas or certificates, including nationality certificate or Passport.
- List of three (3) recent supervisors who can serve as job references with a valid email address and telephone contacts.

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Interested candidates should drop their applications addressed to Human Resources Office, SPEDP Head Office – Juba, located at Hai Seminary, Gudele Road Behind Furniture World Co. Ltd. P.O. Box Number: 414, Juba, South Sudan not later than 21stDecember 2022. 5:00 pm Juba time, through the following email address; recruitment@spedp.org / spedpngo@gmail.com and copying in m-moris@spedp.org / s-waniba@spedp.org

NB: Due to the urgency of the position, applications will be reviewed on rolling basis and only shortlisted candidates will be contacted.

Qualified and Interested Women are highly encouraged to apply.