



Vacancy Announcement

Job Title: IT Manager
Band /Level/ Grade: 7B
Department: Operations
Location: South Sudan | Juba
Overtime Eligible: Exempt
(per local law)



Background/IRC Summary:

The International Rescue Committee responds to the world's worst humanitarian crises and helps people to survive and rebuild their lives. Founded in 1933 at the request of Albert Einstein, the IRC offers lifesaving care and life-changing assistance to refugees forced to flee from war or disaster. At work today in over 40 countries and in 22 US cities, the IRC restores safety, dignity and hope to millions who are uprooted and struggling to endure. The IRC leads the way from harm to home.

Job Overview/Summary:

The IT Department supports the organization's work by providing reliable and scalable applications and infrastructure of the IRC's offices in the US and around the world, including many technologically challenging locations. An integral component of this effort is ensuring that Country Programs have the capacity to implement and support these IT initiatives effectively across the country offices and in the field sites.

Reporting to the deputy director operations (DDO), the IT Manager (ITM) will provide quality leadership and oversight of all IRC Country Office IT service functions, including assisting and facilitating the installation, configuration, staff training and operations support. A key aspect of this role is ensuring all technology implementations in-country conforms to the global IT policies and procedures hence working closely with the Regional IT director (RITD) is vital. Another key aspect of this role will be to establish an open channel to different working groups across the country program to ensure business needs are met and IT concerns were being addressed in a timely fashion.

Major Responsibilities:

- Work in close collaboration with RITD to ensure all IT updates are shared and timely guidance is sought
- Interact with Programs, operations, and field offices to ensure understanding of business needs and efficient support is delivered.
- Participate in the Country Program's vision and objectives via strong leadership, by selecting and implementing suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Work with field office IT staff and Field Coordinators to ensure timely delivery of IT project activities and resolution of IT issues.
- Stimulate, promote, and guide programs unit in utilization of Technology in programs activities and measurement (ICT4P) in collaboration with the HQ/IT Applications Department.
- Collaborate with the Programs team and Operations and spearhead the operations score card conversation along with SAP, PCM and GOM conversations.
- Conduct relevant training sessions to ensure that staff possess the knowledge and skills commensurate with their responsibilities specially in using the technologies being implemented in IRC.



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- Manage installation, configuration, maintenance, repair, security and documentation of local area networks, servers, desktop/laptop computers, communication resources and other office equipment
- In consultation with the RITD, test and evaluate new technologies that will improve IT support processes in country and region.
- Investigate local Internet connectivity options to connect CP offices through VPNs and obtain adequate bandwidth for Intranet and application connectivity.
- Implement and manage backup solutions for office/individual users as per IRC IT recommendations and provide the necessary training on the use of these back-up solutions.
- Help ensure successful implementation of IRC IT global initiatives and policies.
- Work with the Regional IT Lead and the IRC Engineering team to deploy and maintain Servers and Active Directory and domain services at the Country level, including management of AD computers and users' accounts, DNS, DHCP, centralized computers updating and patching and GPO management.
- Creation of a country IT strategy plan to improve the IT state of the country program in line with Global IT strategy and country priorities focused on SMART objectives measured every quarter.
- Participate in CO management meetings, grants and proposal sessions to lobby and advocate for IT initiatives in line with the set roadmap.
- Enforce network security policies and information security practices.
- Maintain firewall rules and perform regular security sweeps for new vulnerabilities.
- Participate in the annual budget planning and ensure allocation for the necessary IT investments to acquire the required infrastructure that corresponds to the business needs.
- Act as the IT Lead for country office program
- Perform other duties as directed by the operations director.



Key Working Relationships:

Position Reports to: *Deputy Director Operations*

Position directly supervises: *IT Officer(s)*

Indirect Reporting: *Regional IT Lead - East Africa*

Other Internal and/or external contacts:

Internal: *Program Coordinators, Finance Controller, HR & Supply Chain Coordinators, and Field Coordinators*

External: *Vendors and Consultants*

Job Requirements: Education: Bachelor's and or master's university degree in Computer Engineering and/or equivalent in relevant field.

Technical Skills & Experience:

- At least 5 years' experience in IT Management and governance
- Strong troubleshooting skills, with the ability to effectively convey technical troubleshooting results to IT peers for seamless issue resolution.
- Experience in Virtualization technologies using VMware
- Background in networking technologies using Cisco, Meraki and/or Cyberoam.
- Proficiency with client-server environment using Microsoft Server 2016 implementing Active Directory, DNS, DHCP and group policy objects.
- Familiarity in server and endpoint updating and patching methodologies.
- Excellent understanding on cloud computing and Data analytics
- Strong technical writing/documentation skills
- Experience in providing support in an environment that implements ERP is an advantage.

Soft Skills and Competencies:

- Excellent management, interpersonal and negotiation skills and a demonstrated ability to promote harmonious/cohesive teamwork, in a cross cultural context.



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- Excellent presentation, verbal communication and report-writing skills with the ability to convey information effectively in English.
- Customer & client centered and service oriented mind & attitude, and ability to work independently under pressure.
- Proven ability to plan long-term, organize priorities and work under administrative and programmatic pressures with detail orientation and professional patience.
- Strong diplomacy and collaboration skills in establishing positive working relationships with senior level management and all other stakeholders to maximize cooperation and productivity.
- Proven sense of professional discretion, integrity, and ability to manage situations diplomatically and to effective resolution.

Language Skills: Excellent English and communication skills including speaking, listening and writing

Computer Skill: High proficiency in supporting industry standard IT infrastructure and applications

Certificates or Licenses: A+, ITIL, PMP, MCSE or similar certifications preferred

Working Environment: Based in Head/Field office, occasionally required to travel to field offices and joining regional conferences and workshops, if required.

Standards of Professional Conduct: The IRC and IRC workers must adhere to the values and principles outlined in IRC Way - Standards for Professional Conduct. These are Integrity, Service, and Accountability. In accordance with these values, the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation.

Narrowing the Gender Gap: The International Rescue Committee is committed to narrowing the gender gap in leadership positions. We offer benefits that provide an enabling environment for women to participate in our workforce including a flexible hour (when possible), maternity leave, transportation support, and gender-sensitive security protocols.

Equal Opportunity Employer: IRC is an Equal Opportunity Employer. IRC considers all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status, disability, or any other characteristic protected by applicable laws.

How to apply: Interested applicants should submit a **CV with 3 references** and a copy of their **South Sudan national ID**, Mark clearly on the envelope to IRC's application drop box at IRC Office Juba or, or by email at SS-HR@rescue.org **Not later than 15th June 2021.**

NOTE: Only short-listed candidates will be contacted and attach photocopies only while original will be asked at the interview panel and all the photocopies will remain the property of IRC.

CLEARLY LABEL YOUR APPLICATION: IT MANAGER – JUBA

'WOMEN, MINORITIES AND PEOPLE LIVING WITH DISABILITIES ARE ENCOURAGED TO APPLY.

