JOB ADVERTISEMENT

Name	
Position	**Admin and IT Officer**
Number	1
Country; Town	South Sudan, Juba with frequent travels to the field
Reports to	HR and Admin Coordinator
People under Supervision	Cleaner
Other staff interactions	Closely cooperates with all the staff
Department	Operations
Type of work	Full time
Deadline:	03rd July 2025
RESPONSIBILITIES	

What PAH is about: Polish Humanitarian Action (PAH) is a non-governmental organization dedicated to employing individuals who aspire to make the world a better place. For over 31 years, we have been providing relief in both major and minor emergencies worldwide, while also conducting missions in several crisis-affected countries. Our interventions, encompassing both humanitarian and development efforts, have been implemented in 52 countries to date. We focus on ensuring the sustainable and stable development of regions affected by war and/or natural disasters. We possess extensive expertise in Water, Sanitation, and Hygiene (WASH), and implement projects in Food Security and Livelihoods (FSL), as well as Shelter, Nutrition, and Education.

PAH in South Sudan: Polish Humanitarian Action (PAH) has been operating in South Sudan since 2006, as one of the first NGOs established in Jonglei State. We are a small team of dedicated individuals committed to delivering tangible and sustainable change in the largest, most populous, and most conflict-affected state of South Sudan. Due to the expertise, we have accumulated over the years especially in WASH and S/NFI, PAH led the coordination of the Jonglei Sub-national WASH and S-NFI clusters from 2014 to 2021 and 2019 to date respectively coordinating WASH emergency responses with partners to ensure that all vulnerable communities are served during crises. Our priority is to ensure that people have access to clean water and safe hygienic conditions. PAH also provides assistance to internally displaced people and most vulnerable communities, working in the sectors of WASH, Shelter NFI, Food Security and Livelihood, Protection and Education.

PAH is an equal opportunity employer. Women and candidates from marginalized groups are strongly encouraged to apply

1. Background & Purpose

The Admin and IT Officer works under the supervision of the HR and Administration Coordinator 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. S/he also manages office assets, repairs, building maintenance, booking of venues for meetings, hotel bookings, booking of flights, visa renewal and ensures smooth running of the office operations.

Safeguarding and Code of Conduct:

All PAH staff are expected to uphold the values of dignity, integrity, and equality. The Consortium Coordinator is responsible for ensuring that activities are conducted in a manner that respects community sensitivities, prevents harm, and aligns with PAH's Safeguarding Policy and Code of Conduct.

Main Duties and Responsibilities:

ESSENTIAL IT FUNCTIONS

- Provide technical support to physical, Smart phone 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 HQ where matters cannot be resolved locally.
- Work closely with the HQ IT 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 staff IT related complains 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 HQ 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 HQ 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 HR & Admin Coordinator.
- 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 etc.
- Access 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 HQ-based Global Helpdesk Supervisor and IT administration team.

ESSENTIAL ADMIN FUNCTIONS

- Ensure PAH South Sudan registrations documents are up to date.
- Ensure the there is a good system for office opening and closure, working closely with Security Manager.
- Ensure available Admin stock inventories and periodic fixed assets verifications and documentation.
- Manages and supervises the office Cleaners
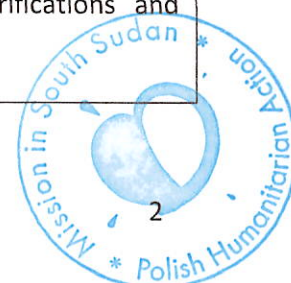
- Check and ensure utilities such as electricity, water, and office equipment are properly functioning and arrange for timely maintenance as required.
- Manage office repairs but not limited to office buildings and expatriate residential houses (sanitary supplies).
- Ensure that office supplies are always available in all PAH office.
- Ensure that all staff travels international are booked timely.
- Timely processing of entry permits, visas, and alien registration for all international staff and visitors.
- Liaises with government authorities and RRC for duty, tax exemption/waiver applications.

EXPERIENCE AND QUALIFICATION

Required Qualifications & Experience

Essential:

- 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

Desirable:

- Ability to work independently; take personal initiative.
- Excellent written and spoken English language skills. Strong administrative and organisational skills
- The capacity and willingness to be extremely flexible and accommodating in difficult and frustrating working circumstances is required.
- Commitment to and understanding of PAH's aims, values and principles.
- High level of computer literacy, including thorough knowledge of MS Office applications, particularly MS Word, Excel and Outlook

Key Personal Competencies

- Confidentiality, integrity, and a sense of conflict-of-interest prevention.
- Self-motivation, courtesy, and humility.
- Team spirit and good management of interpersonal relationships.
- Know how to plan and organize your work.
- Be flexible, dynamic, know how to propose initiatives.
- Be able to work under pressure.
- Effective communicator.
- Capacity to work in multicultural environments.

Application Submission Criteria:

Please send a covering letter outlining how your skills and experience meeting the Person Specification along with your CV to Human Resources at recruitment.ssud@pah.org.pl or submit your application to HR Office at Nonviolent Peace force Compound Office, Plot 27, Block B, DDR Avenue Kololo - Juba, South Sudan or near ICAP Country Office, Juba. Ensure to register when delivering your application (hard copies)

Please indicate the position you are applying for in the subject line i.e., *"Application for the Position of "Admin and IT Officer"*

➤ **Note: PAH South Sudan has a zero-tolerance approach to conduct such as fraud, sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination, corruption and bribery.**