



ACTION AGAINST HUNGER



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Approved

[Signature]
15/12/2025

VACANCY ANNOUNCEMENT

Action Against Hunger is a non-governmental organization whose aims and mission is to save lives by eliminating hunger, under-nutrition, particularly during and after emergency situations like disasters. Action Against Hunger focuses on nutrition, health and healthcare practices; food security and livelihoods (FSL); water, sanitation and hygiene (WASH) and advocacy.

Action Against Hunger USA is currently looking for a qualified **South Sudanese Nationals** to fill in the position of **ICT Assistant** be based in **Juba**

Position Open date: **December 15, 2025**

Closing date: **January 7, 2026**

Expect Start date: **February 2, 2026**

Location: **Juba**

Required number: **One (1)**

About Action Against Hunger

Action Against Hunger-USA is part of the Action Against Hunger International network, which provides humanitarian relief in over 40 countries worldwide in the sectors of nutrition, health, water/sanitation, and food security. Action Against Hunger-USA, an independent NGO, currently manages operations in 8 countries: Kenya, South Sudan, Zambia, Tanzania, Uganda, Ethiopia, Haiti and Somalia. Action Against Hunger-USA has approximately 2000 staff based in the various country offices, Head Quarter in New York City and Operational Centre in Nairobi. Additional growth is anticipated.

About the Country Program in South Sudan

Action Against Hunger has been operational in South Sudan since 1985, addressing both chronic and acute needs through a comprehensive multi-sectoral approach. Our programs integrate Nutrition, Food Security & Livelihoods, Water, Sanitation & Hygiene (WASH), Protection, and Gender interventions to strengthen resilience and improve community well-being. To implement these programs effectively, Action Against Hunger engages both national and international staff, with a dedicated country team of approximately 100 professionals operating across regional and satellite offices. Action Against Hunger currently operates in four regions: Warrap, Northern Bahr el Ghazal, Pibor and Jonglei states with a robust portfolio of \$15 million per year, covering emergency response, resilience-building, research, and innovation programs to drive sustainable impact. In 2024/2025, the key donors include ECHO, UNICEF, AICS, GFFO, SIDA, EHF, WFP, and other partners committed to supporting humanitarian and development efforts in the country.

I. Summary of position

Under the supervision of the ICT officer, the ICT assistant has several key responsibilities, including training staff on ICT tools, troubleshooting technical issues, managing ICT assets, and collaborating with teams to implement best practices. This position is vital to driving digital transformation initiatives that enhance program delivery and operational effectiveness in humanitarian settings. Additionally, the ICT assistant will be responsible for handling local flight ticket bookings.

II. Purpose:

The ICT assistant will help ensure that communication technologies are used effectively to support humanitarian operations. This role assists the ICT officer in implementing and maintaining ICT



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systems to enhance operational efficiency, data security, and communication across field offices.

III. Engagement:

The ICT assistant collaborates closely with internal departments, field teams, suppliers, and partners to ensure seamless communications. This role requires regular coordination with program, finance, and technical teams to align ICT activities with ACF's mission objectives.

IV. Key Responsibilities:

The key responsibilities of ICT assistant include, but are not limited to:

1. IT Infrastructure & Network Management

- Assist in maintaining the availability, security, and functionality of IT infrastructure across ACF offices (Juba and field locations).
- Support the implementation and maintenance of network solutions, including firewalls and cloud-based services.
- Monitor IT system performance, report technical issues, and escalate complex problems to the ICT officer.

2. Cybersecurity & Data Protection

- Support the implementation of cybersecurity policies and ensure compliance among users.
- Assist in data backup processes and disaster recovery procedures to ensure business continuity.
- Conduct basic security audits and report vulnerabilities to the ICT officer.

3. IT Support & Capacity Building

- Provide first-level technical support and troubleshooting to staff, minimizing downtime.
- Assist in developing and delivering IT training programs to enhance digital literacy and IT skills.
- Maintain and update the helpdesk system to track and resolve ICT-related issues efficiently.

4. Digital Transformation & Innovation

- Assist in adopting and integrating digital tools to improve operational efficiency.
- Support ICT solutions for data collection, monitoring, and reporting in humanitarian projects.
- Stay updated on emerging technologies such as GIS mapping, mobile data collection, and cloud-based collaboration tools.

5. IT Asset Management & Procurement

- Assist in procuring, deploying, and maintaining IT hardware, software, and communication tools.
- Maintain an up-to-date inventory of IT assets across ACF locations.
- Ensure ICT assets are used efficiently and report any issues or needs to the ICT officer.

6. Local Flight Ticket Booking

- Process and secure flight tickets for passengers and cargo based on the approved request and available flight options.
- Provide passengers with detailed travel itineraries, including flight details, baggage allowances, and check-in procedures.

V. Gender Equality Commitments

- Fostering environment that supports values of women and men's equal access to information.
- Provides an environment where women and men must be promoted based on the performance objectives.
- Respect for beneficiaries, women, men, children (boys & girls) regardless of gender, sex, disability, religion, etc.
- Value and respect for all cultures.
- Promote and uphold the PSEA policy and procedures.



VI. Fiscal Responsibility

- Optimize costs by ensuring ICT operations are economical.

VII. CONTACTS/KEY RELATIONSHIPS (internal & external):

- Liaise and maintain good relationship with the Program, Finance and HR Department among others
- Interact with suppliers, at some level local institutions and casual service providers

VIII. Physical Demands

- While performing the duties of this job, the employee is required to sit for long periods and to concentrate on work, including typing, and turn out heavy volumes of work accurately, within short time frames under stressful situations in the context of a moderately noisy office with many interruptions. Must be able to proofread own work accurately so that only minor corrections are needed on an infrequent basis.
- To travel to the field, the employee must attest to a level of physical fitness capable of enduring physically difficult, highly stressful situations, which may include the necessity to walk long distances, to eat a limited diet and/or to reside in potentially uncomfortable housing or tents. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

IX. Working Conditions, Travel and Environment

- The duties of the job require regular job attendance at least five days per week. Must be available to work outside normal office hours or on the weekends as required.
- Must be able to travel as required for standard domestic and international business purposes. While performing the duties of this job in the field, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as infectious diseases

X. Required Qualifications and Professional Experience

- BSC Degree in Computer Science, Industrial System Engineering, Information Technology,
- 3 years work experience
- Related Certifications for software/hardware systems

XI. Required Skills & Competencies

- Strong technical skill in various software
- Responsible attitude and a mature understanding of the nature of the work
- Ability to work under pressure with other departments and support willingly.
- Excellent communication skills.
- Ability to work under pressure and at times during irregular hours as requires

XII. Commitment Anti-Discrimination and PSEA

- We provide equal employment opportunities (EEO) to all employees & qualified applicants for employment without regard to race, color, religion, gender, ancestry, national origin, age, handicap, disability, marital status, or status as a veteran. The incumbent is required to carry out the duties in accordance with the Action Against Hunger Safeguarding policies (PSEA, Child safeguarding and Code of Conduct). Action Against Hunger-USA complies with all applicable laws governing nondiscrimination in employment.

I certify that I have read and understand the responsibilities assigned to this position and expected deliverables

To apply, please! Send your **Cover letter, CV, & ID card as one Document** with three professional References to recruitment@ssd-actionagainsthunger.org specifying **ICT Assistant** as the title of



your email, or hard copy Applications delivered to Action Against Hunger Office in Afex, Stadium Road, Off Cemetery Road, Plot Number 30, Block 15, River Nile Bank, South Sudan

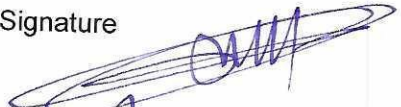
The deadline for applications is January 7, 2026 at 5:00pm. We do appreciate your interest to work with us; However, only shortlisted Candidates will be contact.

We will only receive, accept and consider all applications submitted through referred channels above, any applications submitted other than channels stated here will not be accepted & considered.

"This Position is Open to South Sudanese Nationals Only"

"Qualified Female Candidates are encouraged to apply"

Apply"

Prepared by Head of Operation: Signature  Date 15/12/2025	Reviewed by head of HR: Signature  Date 15/12/2025	Approved by Country Director Signature  Date 15/12/25
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