DANISH REFUGEE COUNCIL

INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT
Vacancy No. JBA 2022/05/09/0001
Who we are?

The Danish Refugee Council (DRC) is a private, independent, humanitarian organization founded in 1956. DRC currently works on all aspects of refugee cause in more than twenty-five countries throughout the world. The aim of DRC is to protect refugees and internally displaced persons (IDPs) against persecution and to promote durable solutions to the problems of forced migration, based on humanitarian principles and human rights. DRC works in accordance with the UN Conventions on Refugees and the Code of Conduct for the ICRC and NGOs in Disaster Relief.

The protection and assistance to conflict affected population is provided within a long-term, regional and rights-based approach to constitute a coherent and effective response to the challenges posed by today's conflicts. Assistance consists of relief and other humanitarian aid, rehabilitation, support to return and repatriation as well as promotion of long-term solutions to displacement and its causes. In addition, support and capacity building of local and national authorities and NGOs form an integral part of DRC's work.

Country and Project Background:

The Danish Refugee Council (DRC) has been working in Sudan since 2004 and was subsequently present in South Sudan when it gained independence in 2011. DRC South Sudan programme's current focus is on supporting forcibly displaced and conflict-affected people, including refugees, internally displaced persons (IDPs) and returnees, to access their rights in a safe and secure environment. Currently DRC is operational in Unity states, Central Equatoria, Western Bahr El Ghazal and the Upper Nile region. The South Sudan Programme works in the sectors of Camp Coordination and Camp Management, Protection, Shelter/NFI, and Food Security and Livelihoods.

DRC Seeks to Recruit: -

Position Title:	Information Technology (IT) Officer
Reports to:	Head of Support Services
Unit/ Department:	IT
Location:	Juba
Employment category	G (Non - Management)
Eligibility:	South Sudanese National Only
Employment Start Date:	As soon as possible
Salary	According to DRC salary policy – Non-negotiable
Advertisement Closing Deadline	22nd September 2022

Overall Purpose of the Role:

The IT Officer will be responsible for ensuring a well-maintained office network system including servers and other devices, and will assist in other IT related administrative tasks. S/he is responsible for providing a wide range of networking and computer-support services to all staff in Juba and other DRC field offices, involving the effective utilization, maintenance, updating and enhancement of IT systems, while assisting in data compilation and statistics reporting whenever required.

Key Areas of Responsibility:

IT Systems Management and implementation of ICT strategies

- Compliance with global IT standards, Policies and procedures for the CO technology environment;
- Work closely with regional management team and other IT focal staff, to develop overall strategy for ensuring optimal use and support of IT resources, both human and physical, in DRC field offices.
- Identify problematic areas and implement strategic solutions in time.
- Leading the development and implementation of ICT annual plan based on agreed objectives and Standard Operating Procedures in ICT services;
- Lead IT initiatives, user awareness through trainings and compliance with Global Assurance requirements.
- Actively participate in regional working groups for information and knowledge sharing.
- Inspire innovation through research and business partnering to make IT an enabler for the achievement of DRC' global strategy and for meeting local demand for tools and systems.
- Ensure and support adoption Technology for ERP systems and ERP IT Preparedness.
- Partner with Supply Chain Team in ensuring timely and value for money IT related purchases are achieved while ensuring SLAs with service providers exists and are adhered to.
- Promote a culture of documenting and sharing of best practices using knowledge management tools and sharing monthly reports with the Regional Office team and line manager.
- Plan and budget for all IT expenditure in consultation with all IT stakeholders in the Country Office including the line managers.
- Work with Regional Office IT to ensure Country Office IT is operating at optima levels on IT prescribed requirements.
- Regularly advice the Head of support Services on internet service providers available for the best possible solutions for DRC;
- Ensure IT related work, Policy and guidelines are followed and prioritized.
- Identifies, proposes, plans and implements actions to streamline ICT operations in the country in line with the overall ICT and organizational strategy.
- Any other task assigned by the Head of Support Services to improve the efficiency of the work and is mutually agreed.

IT Support

- Ensure use of Help Desk in all offices and provide support and technical assistance to IT staff in resolving escalated issues using DRC Regional Help Desk Tool.
- Pro-actively ensure ICT services are accessible and equipped with current hardware and software either through research or engagement with regional and global teams.
- Ensure all IT equipment's have updated software installed as per DRC approved configurations and they are all activated with genuine licenses.
- Work with Supply Chain, Finance, Area Manager's in preparing IT assets disposal when appropriate and Ensure hardware is stripped and data secured before disposal in compliance with DRC Asset Management operations procedure and disposal guidelines.
- Work with IT Support Staff to ensure they are implementing and adhering to DRC IT standards, policies, and strategy.
- Support field-based IT staff/local representative in various initiatives, acting as senior-level technical support when necessary.
- Pro-actively advocate for field office IT needs.
- Performs periodic control visits to all sites in the country and plans ICT optimizations.
- Develop and implement IT roadmaps for individual offices and country program as a whole.
- Coordinate IT components and/or procurement with guidance by the Country and Field office Supply Chain to source the most favourable, viable options.
- In coordination with regional IT Manager, regional and in-country management, develop plans for maintaining appropriate levels of IT capacity in field-offices, to include both systems and personnel.
- Train and mentor field-based IT focal persons and other appropriate DRC staff pertaining to agency software, hardware, standards, and procedures.
- Ensure DRC staff in the country are receiving timely and appropriate IT related support.

IT Security and Data Backup
- Ensure all staff are aware of IT security initiatives through capacity building/awareness trainings.
- Enforces data protection and ICT security policies within the country
- Support roll-out of IT Security initiatives and solutions approved by the Danish Refugee Council Global IT Security committee.
- Design and implement a Disaster Recovery Plan for the CO with emphasis on data storage, security, and backup services.
- Design and implement firewall systems to protect DRC network and communications.
- Manage the network edge security posture through deployment of security features such as Advanced Malware Protection, traffic analytics tool, threat protection and content filtering on Meraki Firewall appliances.
- Implement and monitor local/offsite backup systems for all offices in the country using approved solutions by the Danish Refugee Council Global IT Security committee.

IT Network Operations

- Ensure optimal functioning of Internet link in all offices.
- Network Infrastructure and technology implementation, network performance management and participate in improvement planning.
- Manage and implement firewall systems in all the office networks.
- Implement Meraki appliances to manage bandwidth resources through traffic shaping or policing, and per user bandwidth management, on both WLAN/LAN and WAN.
- Managing access controls for all network related services and resources.
- As needed, Install, configure, maintain & ensure secure operation of: Internet telecommunications; servers, desktop/laptop hardware and software, and peripherals; Local Area Network, wireless network, essential network services peer-to-peer or client server architecture.
- Review network infrastructure yearly and recommend design or appliance/device changes where necessary to improve Internet and general online experience.

IT Capacity Building

- Identify user training needs through assessments and tailor appropriate responses
- Conduct IT staff capacity building through skills transfer
- Advise and instruct staff (users) on IT best practices, internet and e-mail usage and appropriate course of action where problems are encountered.
- Carry out simple and brief, on the job training for staff as required.
- Carry out computer audit trails for the country.
- Perform preventive maintenance services of IT equipment and peripherals as needed
- Interface with users to identify computer related needs and provide appropriate software/hardware support applicable to those needs.
- In coordination with RO/HQ, assist with the release of information relating to systems upgrades and any other IT related communication.

Email Management;

- Responsible for all DRC South Sudan email distribution lists management.
- Ensure password resets are done on time and through the approved procedure.
- Provide trainings on different features of the email system used that can aid in improving staff productivity.
- Ensure IT equipment's are configured with software as approved by DRC Office.
- Ensure all users are using the required features of office 365 email system i.e.: Teams, OneDrive, Calendar sharing and SharePoint.
- Prepare manual's/guidelines of the requirement and use of the requirements.

Experience and technical competencies: (include years of experience)

- At least 5 years' experience working for large organization in an IT position
- Work experience in humanitarian aid related organizations.
- Strong, solid knowledge of network and communications technology, to include but, not limited to, server operating systems including both windows and Linux based OS, network architecture, IP based networks (voice and data), satellite

communications, desktop solutions, email systems, etc.
- Knowledge of and competence in Microsoft operating systems and office suites.
- Demonstrable experience in Virtualization, Networking, User Support and cloud computing.
- Proven organizational ability.
- Ability to work proactively and with initiative.
- Commitment to a team approach.
- Good interpersonal and communication skills
- Flexible, reliable and trustworthy

Education: (include certificates, licenses etc.) Bachelor's degree in Information Technology/Computer Science/Computer Technology or other related field from a recognized institution. Cisco CCNA certification will be an added advantage.	*Find the definition of DRC's Core competencies* here All DRC staff should master the 5 core competencies: - **Striving for excellence**: you focus on reaching results while ensuring an efficient process
Languages: (indicate fluency level) - Fluent knowledge of English (verbal and written) - Local Arabic language is necessary.	- **Collaborating**: you involve relevant parties and encourage feedback. - **Taking the lead**: you take ownership and initiative while aiming for innovation. - **Communicating**: You listen and speak effectively and honestly.
Key stakeholders: (internal and external) - All Staff	- **Demonstrating integrity**: you act in line with our vision and values
Last updated: (date and name)	

How to apply

Please send a cover letter outlining how your skills and experience meets the Person Specification along with your up to-date CV, Copies (not original) of National ID card and academic certificates to Human Resources department through ssd-jobs@drc.ngo

OR Submit your hard copy application to the Human Resource department to the attention of HR/Admin Officer DRC office in Juba OR any nearby DRC Office. Title of the position/vacancy number <u>MUST</u> be clearly mark in the application subject line and on envelop.

Equal Opportunities: DRC is an equal opportunity employer. We value diversity and we are committed to creating an inclusive environment based on mutual respect for all employees.

We do not discriminate on the basis of age, sex, disability status, religion, ethnic origin, colour, race, marital status or other protected characteristics

Safeguarding: *DRC's Capacity to ensure the protection of and assistance to refugees, IDPs and other persons of concern depends on the ability of our staff to uphold and promote the highest standards of ethical and professional conduct in relation to DRC's values and Code of Conduct, Safeguarding and Anti –Corruption policies including safeguarding against sexual exploitation, abuse and harassment. DRC conducts thorough and comprehensive background checks as part of the recruitment process*

NOTE: Only short-listed candidates will be contacted.