

## Vacancy Announcement

Samaritan's Purse is a Non-denominational evangelical Christian organization providing spiritual and physical aid to hurting people around the world. Since 1970, Samaritan's Purse has helped meet needs of people who are victims of war, poverty, natural disasters, disease, and famine with the purpose of sharing God's love through His Son, Jesus Christ. Samaritan's Purse International Relief is seeking to hire qualified persons to fill the following position.

**Vacancy:** ICT Officer (1 Position).  
**Reports to:** Juba Base.  
**Duty Station:** Juba.  
**Start Date:** ASAP  
**Deadline of Application:** 21<sup>st</sup> January 2020.

### SUMMARY OF THE POSITION

To setup organizational-standard ICT systems in all Samaritan's Purse (SP) bases and sub-bases within South Sudan and to provide user support for all the ICT systems.

### MAJOR DUTIES AND RESPONSIBILITIES:

- Configuration of new computers or existing SP-owned computers for new users as per the laid down organizational standards for computer setup.
- Processing of SP email accounts for incoming staff.
- Installation of wired and wireless local area networks.
- Developing basic user manuals for Microsoft Office applications.
- Training Programs Online Development (POD) users.
- Keeping software on all SP-owned computers and ICT devices up-to-date.
- Scheduling preventive maintenance of ICT assets in all locations.
- Keeping up to date on administrative responsibilities such as maintaining customer service logs and internal Assets/Inventory records in a timely manner.
- Programming of HF and VHF handheld radios as necessary.
- Guiding colleagues through troubleshooting procedures of computer issues via email, phone calls, face to face discussions or Skype.
- Maintaining tools and test equipment properly and ensuring they are calibrated.
- Utilizing the escalation process to resolve customer service delivery issues and conducting root cause analysis that will lead to effective problem solving.
- Working as a member of the team to provide efficient service delivery to all accounts within assigned area.
- Undertaking minor hardware repairs on SP-owned computers.
- Ensure compliance with government regulations on telecommunication systems.
- With a generous and serving spirit performing all other tasks and responsibilities assigned for the benefit of Samaritan's Purse.



## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED.**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and the ability required.

- Excellent analytical and communication skills with the ability to communicate complex technical issues in an easy to understand manner.
- Change agent and process oriented.
- Leading and relating to others: Establishes good relationships with customers and staff. Builds wide and effective networks of contacts inside and outside the organization and relate well to people at all levels.
- Organizing & Executing: Focuses on customer needs and satisfaction. Sets high standards for quality and quantity. Monitors and maintain quality and productivity. Works in systematic, methodical and orderly way. Consistently achieves project goals. Takes responsibility for actions, projects and people. Takes initiative, acts with confidence and works under own direction.
- Communicating: Speaks clearly and fluently. Expresses opinions, information and key points of an argument clearly. Makes presentations and undertakes public speaking with skill and confidence. Responds quickly to the needs of an audience and to their reactions and feedback. Projects credibility.
- Coping with pressure: Works productively in a pressurized environment. Keeps emotions under control during difficult situations. Balances the demands of a work life and a personal life. Maintains a positive outlook at work .Handles criticism well and learns from it.
- Embracing Change & Demonstrating Enthusiasm: Adapts to changing circumstances. Accepts new ideas and change initiatives. Adapts interpersonal style to suit different people or situations. Works hard and puts in longer hours when it is necessary. Identifies development strategies needed to achieve career goals and meet new or changing demands of the job.

## **EDUCATION AND EXPERIENCE NEEDED**

- Diploma in Information Technology.
- Bachelor of Science in Computer Science would be an added advantage.
- 2 years' working experience with an International NGO in a similar capacity.
- Good knowledge of both client and server operating systems.
- Strong Understanding of Networking concepts.
- Highly self-motivated.
- Experience working in a multi-cultural environment.
- Ability to plan, organize, manage time, and meet deadlines.

**How to apply:** Any interested applicants are required to submit Hard Copy application letter, copies of academic certificates, updated CV, copy of National ID card for clear Nationality identification to Samaritan's Purse **Juba office near Quality Hotel** by **21<sup>st</sup> January, 2020**. Only South Sudanese applicants will be considered for this position. Female are highly encourage to apply.

Application can also be sent via email to: [RecruitSouthSudan@Samaritan.org](mailto:RecruitSouthSudan@Samaritan.org)

We do appreciate your interest in working with us. However, only short listed candidates will be contacted.

