Jesuit Refugee Service – South Sudan

INFORMATION, COMMUNICATION, AND TECHNOLOGY OFFICER
Location: Juba, South Sudan
Application Closing Date: 23rd May 2022
Position opened to: South Sudanese Nationals
Salary Range & Benefits: To be discussed with successful candidate

Organizational Context:

Jesuit Refugee Service (JRS) is an international Catholic organization, with a mission to accompany, serve and defend the rights of refugees and forcibly displaced people. JRS has a priority to work wherever the needs of displaced people are urgent and unattended by others and offers a human service to refugees and the communities through a wide range of rehabilitation and relief activities, many of which centered on formal and informal education needs.

Purpose of the Job

The ICT Officer is responsible for the effective operation of the Information and Communication Technology Infrastructure and services across JRS South Sudan. Working closely with the Supply Chain Manager and the HQ IT Officer, the ICT Officer implements JRS South Sudan goals, policies, and standards in line with international and global standards. S/he designs and maintains the connectivity, infrastructure and ICT services architecture that support and facilitate the business needs in the Country Office and the JRS programme locations in Maban and Yambio. S/He ensures reliable ICT services in terms of availability, security, and business continuity.

As a member of the Country Office Team, the ICT Officer contributes to the development of JRS South Sudan strategies, policies and guidelines in its operations and advises on various mechanisms to ensure smooth support. S/He works closely with the management team in Juba and the various partners in providing technical and strategic advice to achieve operational efficiency, better support to programme implementation to spur innovations to the work of JRS in South Sudan.

Key Responsibilities

General:

The ICT Officer is responsible for the overall management of Information, Communication and Technology on the mission. S/he must ensure that adequate hard- and soft- wares are available on the mission and in line with the Mission Strategy to adequately support programming and operational needs. The ICT officer will ensure that the Mission ICT policy is revised and updated regularly in line with the changing context in South Sudan and that it is followed.

The ICT officer will ensure that all users at the Country Office and Field Offices are familiar with their responsibilities and able to adequately use ICT equipment.

S/he will monitor the use of hard, software and means of communication and report any misuse to the SCM and Country Director for appropriate action.

The ICT Officer will assist in the recruitment of qualified ICT Assistants in the Field Offices where possible to support operations in the respective locations. The ICT Officer is responsible for carrying out induction of the ICT Assistants and supervising his/her work.

Only qualified persons identified by the ICT Officer are Authorized to alter any configurations on the JRS ICT Systems and or its components.

The ICT Officer will work with the HR Officer for the creation and deletion of email accounts at the International Office.

The ICT Officer will ensure that genuine software is ordered, approved and is available in the Mission.

The ICT Officer will ensure site licenses, software licenses, installation codes, warranties, emails, passwords, PINs, for the mission are secured and always updated.

The ICT Officer will ensure that all ICT equipment and allocations are properly recorded by the Assets Management policy.

The ICT Officer will follow up with the ICT Assistants to ensure regular, planned, and proper maintenance and repair is carried out on JRS South Sudan Hardware

1. Information Technology (25%)

- In collaboration with the International Office, define the standards for the computers and hardware to be procured in the country.
- Be part of any bidding committee and define the technical specifications of all ICT related hardware
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware (HDD, keyboards etc.) to ensure the functionality
- Install and configure appropriate software and functions according to specifications
- Develop and maintain local area networks in ways that optimize performance
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain Hardware and Software inventory, renew, discontinue use, and recommend effective and newer versions.
- Perform backups, defragmentation, and cleaning of IT equipment and computers regularly
- Manages the Internet systems maintenance and installation in all Field Offices
- Provide support to the JRS ISP Services for all field offices and Liaise with HQ on continued Services and configurations
- Install and maintain main server and network systems; perform basic network administration and security functions ensuring network and computer systems privacy, integrity, and security.
- Assess IT needs at mission level and advice on IT / HF/VHF Radio management and realignment with Logistics Cluster requirements in South Sudan.
- Configure email accounts for all users, where necessary and support email and messaging services on Office 365
- Ensure that JRS internet servers and internet satellites are always running in all Offices
- Configure for automatic Backups for All Laptops & Computers to the Server at designated times.
- Monitor compliance with the protocol for use of SharePoint and OneDrive and maintenance of uniform online filing system
- Monitor use of the internet at different locations regularly and alert managers on misappropriate use, ensure blockage of social media and streaming sites including YouTube during work hours
- Performs any other IT related tasks assigned by the supervisor to accomplish the overall organizational goals.

2. Capacity Building (25%)

- Organize training in the areas of ICT, to support the implementation of the JRS ICT policies

- Provide orientation and guidance to users on how to operate new software and computer equipment
- Conduct Training for the staff (remote and physical) on Office 365 and other JRS tools
- Support the ICT capacity building and training activities for co-workers, in close cooperation with the HR department, by analyzing areas for training needs and recommending training methodologies
- Support new staff through induction sessions on ICT related services
- Keep the Country staff updated with the latest ICT security measures and best practices
- Work with Sector leads to define IT-related needs for staff and design training sessions to address those needs.

3. Policies & Guidelines (5%)

- Work in collaboration with the IO IT department to apply the IT guidelines and policies
- Share the country challenges with the IO IT department and other working groups to further develop the strategies and answer the needs
- Plan, design and execute the internet bandwidth requirements by international guidelines, number of users and business applications running.
- Implement the global IT Security guidelines to ensure the systems, cloud services and users' data are protected from threats.

4. Innovation & Learning (30%)

- Support the program teams on the innovative integration of Technology Components (ICT for Education and overall programming) in the existing/new Programmes to better service the beneficiaries
- Lead and deliver on the IT side of wider organizational initiatives e.g., HR Information Management System, Automation of Procurement system through NAV contributing to the development of a clear work plan for these initiatives to be delivered in a timebound way within JRS SS

5. Contract Management & Compliance (15%)

- Manage all ISP contracts i.e., lead on negotiations, monitor and manage performance, review, and sign off in invoices in reference to signed contracts, lead on amendments
- Prepare and manage a master budget for ICT needs in South Sudan maintaining continuous consultation with finance, program, and logistics in relation to budget availability, value for money and donor reporting requirements
- Monitor and manage telephone bundle and all other communications contracts as may be required

Education Qualifications

- BSc degree in Computer Sciences/ Information Technology/Information Systems or related field.
- Certified in networks (CCNA or equivalent)
- Certified in Microsoft (MCSE/MCSA or equivalent). Microsoft Enterprise Mobility Suite (EMS) is a plus.
- Proven experience as IT Technician or relevant position
- Excellent diagnostic and problem-solving skills
- In-depth understanding of computer systems and networks
- Good knowledge of internet security and data privacy principles
- Strong analytical, strategic, and planning skills
- Competence in Office 365 and Microsoft Office

Professional Experiences

- Minimum 5 years' experience setting up and running information technology systems in

Commercial and Relief operations in remote areas and at the capital.
- Technical Knowledge and experience of ICT Systems.
- Experience with set up and management of ISP operations in East and Central Africa/other.
- Experience in Information technology
- Experience Cloud Computing and Computer networked systems
- Experience in Network Security and data safety and data privacy
- Experience in ICT Equipment diagnostics and troubleshooting/repair
- Knowledge of humanitarian operations.

Required Knowledge & Skills

- Knowledge of Microsoft Windows server and client operating systems.
- Knowledge in software-defined (SD) networking such as Cisco Meraki and Ubiquity devices.
- Knowledge in Azure identity management and Microsoft Active Directory
- Hands-on experience on Microsoft Office 365 services
- Proven experience to design and manage IT projects
- Knowledge in conducting digital literacy and assessing its result
- Experience/ability to create policies and ICT strategies
- Solid experience in ICT hardware and software acquisition and management
- Professional communications skills
- Mastery of techniques such as communication, energy, electricity, and computer technology
- Good writing skills

Languages

Excellent written and verbal communication skills in English, and Arabic are a plus.

Required Personal Characteristics

- Independence, an ability to take the initiative and a sense of responsibility
- Good resistance to stress
- Sense of diplomacy and negotiation
- Good analysis and discernment capacities
- Organization and priority management
- Adaptability to changing priorities
- Pragmatism, objectivity, and an ability to take a step back and analyse
- Ability to make suggestions
- Sense of involvement
- Trustworthiness and rigour

Submission Requirements

Please send your CV and a cover letter that indicates what skills and experience you have that meets the criteria and your availability. The CV (maximum 3 pages) should include contacts (phone and email) for three referees. Please note that only official email addresses for referees will be accept. Kindly send the application to sds.recruit@jrs.net by 5pm closing date **16th May 2022** or hand delivery to JRS-Juba, South Sudan office in Tomping next to India Embassy.

PLEASE NOTE: due to urgent need to fill this vacant position, we will be reviewing the application as we receive. Only candidates who apply by the deadline and who can demonstrate experience of overall strategic management of ICT processes should apply, only short-listed candidates will be contact and only candidates who reached to final oral interview will be inform of interview outcome. **Female candidates are highly encouraged to apply.**

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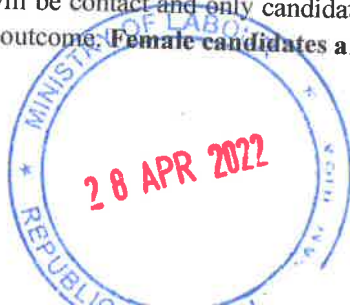
Commitment to Child Safeguarding:

JRS is committed to the safeguarding of children (under 18 years) who encounter with JRS South Sudan personnel and volunteers in all JRS South Sudan works. All JRS-South Sudan Staff are expected to comply with JRS Child safeguarding Policy and Procedures in this regard and to sign a declaration of commitment to this effect.

Commitment to Protection of Sexual Exploitation and Abuse (PSEA):

JRS-South Sudan takes the protection of sexual exploitation and abuse (PSEA) serious, and all the JRS-South Sudan personnel and volunteers are expected to comply with the JRS-PSEA policy and to sign declaration of commitment.