

VANANCY ANNOUNCEMENT

Shejeh Salam Activity

SCOPE OF WORK

TITLE: Information Technology (IT) INTERN
GRADE: Intern (Female Applicants only)
DURATION OF CONTRACT: 3 months
LOCATION: Juba, South Sudan
SUPERVISOR: IT Specialist

50-H-3
Approved by Senior Inspector,
MOL/ASST,
Dilla
10/06/2022



Project Background:

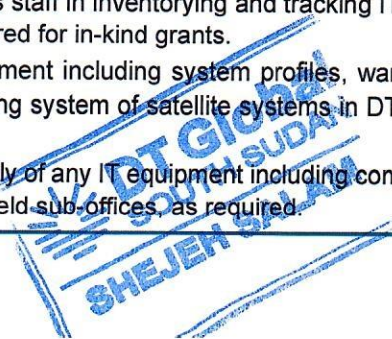
Under contract with the U.S. Agency for International Development (USAID), DT Global South Sudan is implementing the five-year, Shejeh Salam Activity in South Sudan. Shejeh Salam will build the foundation for a more stable and socially cohesive South Sudan that will enable local actors to build community cohesion to promote peace processes and peaceful co-existence; civil society actors to advocate for peace and reconciliation and participate in civic processes; provide trauma awareness services to communities; and access to media that is providing accurate, fair, and thorough information to mitigate the impact of rumor and misinformation. Shejeh Salam implements its programs in Juba, as well Unity, Upper Nile, Western Bahr el Ghazal, Greater Jonglei, and Eastern Equatoria, although geographic focus may shift.

Position Summary:

The IT intern Assists in proper and regular maintenance of the current IT systems and functioning of the equipment and network, to meet programmatic needs and demands within DT Global South Sudan / Shejeh Salam. This position diligently works with the field sub-office teams -- including Regional Program Managers (RPMs) and Grants and Procurement Specialists (GPS) -- to ensure all IT needs and concerns are promptly addressed for activities and operations to continue as smoothly as possible.

Duties and Responsibilities:

- Trouble-shoot IT problems on a day-to-day basis.
- Escalate incidents to the supervisor and the home office IT Support Team.
- Assist in Keeping record of IT incidents and support request.
- Ensure responsible use and confidentiality of any information identified as sensitive.
- Assist in cleanup of reported Malware and virus on computers using the Trend Micro anti-virus programs and ensure the entire network and computers are virus-free.
- Undertake the repairing and maintaining of Local Area Network (LAN-s), internet systems and general IT maintenance.
- Assists in Maintaining an efficient Local Area Network for DT Global South Sudan / Shejeh Salam. Recommend to DCOP - OF and supervisor appropriate design or design changes of configurations, implementing changes only with written authorization of the Deputy Chief of Party -- Operations and Finance (DCOP -- OF).
- Assist in Auditing the devices accessing the DT Global network resources.
- Assist in administration functions as needed; assist logistics staff in inventorying and tracking IT assets for operations, programs, field sub-offices, and those procured for in-kind grants.
- Assist in maintaining proper documentation of all IT equipment including system profiles, warranties, and IT stock/accessories; organize and maintain central filing system of satellite systems in DT Global South Sudan / Shejeh Salam.
- Assist in the identifying specification, relocation and assembly of any IT equipment including computers, printers, accessories and satellite systems in Juba and all field sub-offices, as required.



- Assist in configuration and set up of IT equipment to grantees before hand over and trouble shoot local network issues to grantees on as need basis. Keep inventory of IT equipment for grantees.
- Work on and troubleshoot the DT Online EPR system and assist staff in using the system on a regular basis.

Education and certifications:

- Recent (2019-2022) Graduates of bachelor's degree or Diploma, either in computer science or Information Technology and internationally recognized IT systems administration certifications.

Key Position Competencies and Experience:

- Recent Graduate with no experience, but high overall grades from 3.0 and above or second class upper or better.
- Good Knowledge in the configuration of internal email system using MS Office 365.
- Good customer care / Help desk skills.
- Proficiency in Microsoft Office programs.
- Effective written and oral communication as well as interpersonal skills.
- Fluency in English.
- Only female candidates are allowed to apply.

DT Global Core Competencies:

- **Teamwork:** Works cooperatively and effectively with others to achieve common goals. Participates in building a culture characterized by inclusion, trust, and commitment.
- **Communication:** Effectively conveys information and expresses thoughts professionally. Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- **Adaptability:** Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment.
- **Customer/Client Focused:** Anticipates, monitors, and meets the needs of customers and responds to them in an appropriate and responsive manner.
- **Diversity & Inclusion:** Conveys respect for diverse individuals and perspectives; models inclusive behavior and treats everyone fairly.
- **Professionalism:** Displays appropriate and ethical behavior, integrity, and personal presentation in the workplace always; demonstrates respectful communication for others, both verbal and non-verbal.

Application Process:

To apply, please send your **CV** and **Letter of Motivation** as one single document to shejhsalam-administration@dt-global.com. Your attachment must be less than 1 megabyte in size; your CV must include your full name, email, and phone number; and DO NOT submit any other recruitment documents at this time. In the **email subject line**, include the **title AND location(s) of the position** you are applying for, as advertised at the top of this job vacancy announcement. Please **apply electronically**, DT-Global will not be accepting paper copies at this time. Only candidates who are short-listed will be contacted. **The deadline for submissions is Monday, June 27, 2022, at 9:00AM, South Sudan time.** Emailed CVs received after this time will be deleted.

DT Global South Sudan is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, veteran status, gender identity, or national origin. DT Global South Sudan prohibits discriminating against employees and job applicants who inquire about, discuss, or disclose the compensation of the employee or applicant or another employee or applicant.

