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16/11/2023

## EMPLOYMENT OPPORTUNITY: JOB VACANCY

Job Title: Information Technology - IT Officer

Organisation: Johanniter-Unfall-Hilfe e.V. / Johanniter International Assistance

Job Location: Wau – Roving Juba and Torit

Posting date: 16th November, 2023      Closing date: 5th December 2023

### Organisation Description:

Johanniter-Unfall-Hilfe e.V. ([www.thejohanniter.org](http://www.thejohanniter.org)) is a German Christian non-governmental organization, dedicated to excellence in the field of first aid, ambulance service, social service programs, and other projects in the medical and social field. The Federal Headquarters are based in Berlin, Germany. Johanniter International Assistance is the operational unit for humanitarian aid, development co-operation, and emergency relief, implementing and supporting mostly health projects worldwide.

Our Do No Harm Commitment: Johanniter International Assistance (Johanniter) takes a zero-tolerance approach to sexual exploitation, abuse and harassment. This applies to our own organisation and extends to those we work with. Working together with others, we continue to strengthen our approach to safeguarding – by enhancing accountability, improving support for people affected by sexual exploitation, abuse and harassment, and driving cultural change through strong leadership. Our recruitment background check includes Safeguarding aspects.

We have a zero tolerance policy when people cause harm to others. Staff who misbehave or are complicit are held accountable for harmful actions. It is the employee’s responsibility to promote appropriate behaviour and to report infringements that could potentially harm those in our organisation’s care and damage the reputation of Johanniter. Those who raise complaints or concerns are appropriately protected and respected.

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### Job Responsibilities and Accountabilities

#### Overall job purpose

This position aims to maintain and manage the organisation’s computer networks, software & hardware, security, training end users and ensure optimal functioning and availability of the IT systems.

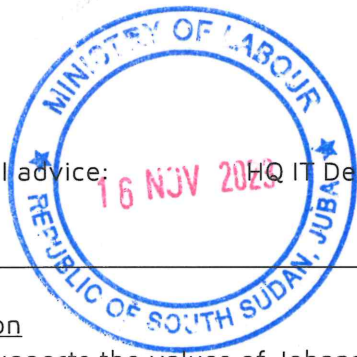
#### Reporting lines

Reporting to: Field Manager (first-level supervisor)  
Operations Support Coordinator (Functional level Supervisor)

Supervising: None

Gives technical advice to: The position holder, is in regular contact with and provides technical support for all Johanniter, South Sudan staff





Receives technical advice: HQ IT Department & Operations and Support Coordinator

## **Tasks**

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### Strategy and Vision

- Actively supports the values of Johanniter and shapes work accordingly
- Contributes to the development and implementation of the global strategy of Johanniter International Assistance

### ICT Systems and Hardware

- Provide IT support to the team, including laptop installation, minor repairs, server monitoring, creations/requests of emails, shared folders, mailboxes, etc.
- Recommend approved specifications and assist in procuring computers, printers and other ICT parts or accessories as needed.
- Maintain the ICT inventory register and asset movement and verify that all ICT assets are registered in the assets register and have asset numbers.
- Configure, manage and maintain all the organisation's IT resources (laptops, printers, and accessories) to meet its standards and performance.
- Proactively assess the performance of the IT systems and standards by attending to the hardware servicing and ensuring repairs for the hardware are provided within a reasonable time.
- Track and report all IT incidents, including data protection incidents and asset damage or loss, and ensure all IT requests to HQ are resolved expeditiously.
- Monitoring, troubleshooting and controlling internet networks across all Johanniter offices in South Sudan.

### Software Installation and Management

- Assure the active and up-to-date use of software and proper use of ICT equipment by staff members in compliance with defined standards and guidelines.
- Ensure data and information security by ensuring staff members follow the standard data security protocols and that software and hardware are updated and working efficiently

### Support and Training

- Train staff members on using data management tools, computer hardware, software, Microsoft Office applications, security, and the internet.
- In consultation with the line manager and the HQ, recommend process changes to improve internal processes and develop, review, and update the ICT policy.
- Perform any other duties as may be assigned.

### Communication:

- Ensure communication licences for Thuraya VHF Radios are current and annual renewal is on time.
- Monitor communication equipment usage across all Johanniter offices and ensure timely replenishment of phone credit and generation on monthly usage reports.

### Personnel Specification

#### Professional Qualification and Experience:

- A Bachelor's Degree in Information Technology, Information Science, or Computer Science and any related qualification.
- At least 3 years of working experience in the related field.



- Excellent knowledge of Windows applications, Enterprise Resource Planning Tools, VSAT and Fiber technologies.
- Experience in the administration of workstations and laptops (preferably Windows), Mobile devices and network components (servers, routers, switches and Thurayas).
- Knowledge of security SOPs and related issues

**Skills:**

- Strong analytical thinking and troubleshooting skills.
- Willing to travel to the field locations where the organisation operates.
- Good written and spoken communication skills.
- Has a flexible and adaptable approach to work.
- Has the ability to take initiative.
- Excellent interpersonal skills and maintain a high degree of professionalism.
- Good organisational skills and ability to meet deadlines whilst being under pressure.
- Must be a formidable team player, highly motivated and able to work under pressure during peak periods.

**Please note:** This Job Description is dynamic and can be adjusted. The employee is obliged, apart from the above-cited tasks, to fulfil - on demand by his/her supervisor – other functions that belong by their character to his/her post or are necessary due to operational needs.

**The position is open for: SOUTH SUDAN NATIONALS WITH ALL NATIONAL DOCUMENTS.**

How to apply;

Please send updated CV, motivation letter and certificates to [hr.southsudan@thejohanniter.org](mailto:hr.southsudan@thejohanniter.org)

Hand deliver your updated CV, motivation letter and certificates to Johanniter Wau Field Office, Located in Plot# 166 & 167, Block 21, Hai Daraja Second Class Residential Area not later than **5<sup>th</sup> December 2023 South Sudan Standard time.**

**Please indicate the Title of the position you are applying for envelope or the subject line on the email and only shorted listed candidate will be contacted for the interview.**

**DO NOT SUBMIT ORIGINAL DOCUMENTS:**

All the photocopies will remain the property of Johanniter International Assistance.

**Equal chance for every qualified person**

