



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.

Vacancy: ICT Officer
Reports to: ICT Manager
Duty Station: Juba
Start Date: ASAP
Posting date: September 29, 2022
Deadline of Application: October 17, 2022.



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 using the approved communication tools.
- 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.
- Maintain a Christian witness to the communities.
- Fixed Asset Management.

QUALIFICATIONS

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/or ability required.

PREFERRED SKILLS/QUALIFICATIONS:

- At least a diploma in information technology, hence Bachelor of Science in Computer science from a reputable university would be an added advantage.
- Three years' working experience with an international NGO in a similar capacity.
- Good knowledge of both client and server operating system.
- Strong understanding of networking concepts.
- Experience working in a multi-cultural environment and highly self-motivated
- Ability to communicate in Arabic a plus



Samaritan's Purse has "Zero Tolerance approach" to Sexual exploitation and abuse and does not allow any partner supplier subcontractor, agent or any individual engaged by Samaritans Purse to engage in any form of sexual abuse or exploitation against Vulnerable or other adult's associating with its work.

How to apply: Address your application to HR Department – Samaritan's Purse International, Juba and submit your hard copy Cover Letters, CVs & Academic documents to SP Country Office situated in Hai Cinema next to Landmark Hotel by **October 17, 2022** before **5:00 PM**.

Only South Sudanese applicants will be considered for this position. Women are strongly encouraged to apply. Also, kindly know that application screening will be done on weekly basis due to urgent need for the position.

Applications can also be sent via email to: RecruitSouthSudan@samaritan.org.

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

