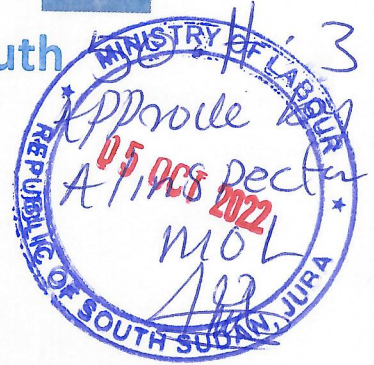


IT Coordinator – South Sudan – USAID – Youth Empowerment Activity

Position Location: Juba, South Sudan

Project Name: USAID – Youth Empowerment Activity



EDUCATION DEVELOPMENT CENTER (EDC)

Education Development Center (EDC) is a global nonprofit that advances lasting solutions to improve education, promote health, and expand economic opportunity, with a focus on vulnerable and underserved populations. Since 1958, we have been a leader in designing, implementing, and evaluating powerful and innovative programs in more than 80 countries around the world.

EDC promotes equity and access to high quality education and health services and products that contribute to thriving communities where people from diverse backgrounds learn, live, and work together. We support an inclusive workplace culture that embraces many perspectives and broadens our understanding of the communities we serve, enhancing and enriching our work.

EDC is committed to equity, diversity, and inclusion in the workplace.

We are looking for candidates who share EDC's commitment and understand the importance of cultural responsiveness in today's context.

Project Description

The **USAID South Sudan Youth Empowerment Activity** will reach 25,000 South Sudanese youth in 13 counties across five States (Eastern Equatoria, Jonglei, Unity, Upper Nile, and Western Bahr el Ghazal) over a four-year period. This community-based intervention will establish a vibrant Youth Corps and support local organizations enhance youth-friendly service offerings. USAID – Youth Empowerment Activity will tailor its intervention to meet the realities of each implementation area and to best support a diverse group of youth with varied capacities and aspirations to reach their full potential.

Position Description

The IT Coordinator will provide IT technical support and network support for the USAID – Youth Empowerment Activity team throughout South Sudan, liaise with headquarters to advice on technology use, policy and procedures. S/he will manage IT related activities including troubleshooting as well as database issues. The IT Coordinator will be responsible for overseeing the installation, usage, and maintenance of office IT systems, as well as troubleshooting and managing IT solutions. This position will work in close collaboration with HQ international office support and HQ Help Desk. This position reports to the Finance and Operations Director.

Essential functions include:

- Provide technical set-up and needed support on all IT related issues, including installation and testing of LAN, servers, Internet gateways, workstations, printers, client software, upgrades, and configuration in all EDC USAID – Youth Empowerment Activity offices;
- Liaising with and overseeing all work done by outside IT agencies and consultants, e.g. installations performed by third parties such as cabling, Internet connectivity, etc.;
- Responsible for tracking Helpdesk requests, issues, and service requested by the office staff.
- Deploy and implement office network according to HQ specifications;
- Document network operations, processes, and procedures;
- Serve as the South Sudan office Network Administrator;
- Identify and solve possible problems in the network;



- Provide in-person and virtual support and troubleshoot problems for all USAID – Youth Empowerment Activity staff;
- Implement and enforce security on the network and prevent misuse of IT resources;
- Participate in writing office IT policy;
- Advise on all IT related procurement;
- Responsible for IT inventory; work closely with the Finance and Operations Director to monitor distribution and location of IT equipment by performing regular inventory check-up;
- Set up, implement, and maintain hardware firewall;
- Keep the network healthy by applying all required security patches and monitoring the correct delivery of all antivirus updates;
- Implement and document a disaster recovery plan and offsite storage of backed up data;
- Provide training to staff and partners as required

The candidate for the position of IT Coordinator shall have at a minimum the following qualifications:

Education:

Bachelor's degree required. Advanced degree preferred.

Skills and Experience:

- A minimum of 6 to 7 years of directly relevant experience;
- Experience working with ITC equipment, software and services;
- Excellent written and verbal communication skills;
- Demonstrable initiative, creativity, and flexibility;
- Ability to work independently and effectively in groups;
- Strong interpersonal & organizational skills;
- Demonstrated ability to lead trainings and build capacity on the subject matter;
- Willingness to travel to provinces covered by the project.

Language:

Advanced proficiency in written and spoken English and Arabic. Knowledge of and proficiency in at least 2 local languages spoken in Eastern Equatoria, Jonglei, Unity, Upper Nile, and Western Bahr el Ghazal highly preferred.

Application Instructions:

Job closing date: October 24th, 2022

To apply, Applicants are encouraged to visit the [Careers Page](https://go.edc.org/IT-South-Sudan) at: <https://go.edc.org/IT-South-Sudan> Or hand deliver applications, enclosed in an envelope, to the **Security Desk of River Camp/Afex** addressed to the attention of **The Chief of Party, Education Development Center, (EDC), USAID-Youth Empowerment Activity**. Indicate on the envelope the position applied for.

Applications will be progressively reviewed as they are received.

Due to the volume of applications submitted, only finalists will be notified. No phone calls, please.

EDC is committed to enhancing the diversity of its workforce and ensuring an equitable and highly inclusive work environment. EDC is a smoke-free workplace, and offers a supportive work environment, competitive salary, and excellent benefits. Women, minorities, and individuals with disabilities are encouraged to apply.

