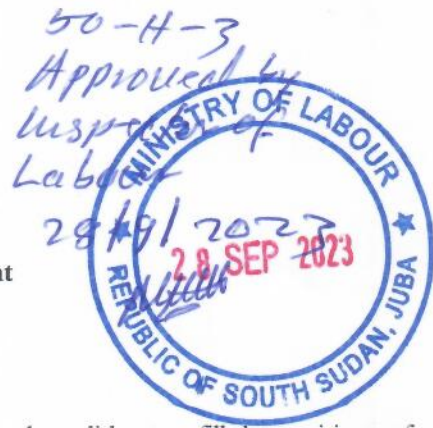**Vacancy Announcement**

Information Technology Assistant – (1 Position)
Location: (Juba)

ICAP at Columbia University seeks highly qualified and experienced candidates to fill the positions of **Information Technology Assistant** to be based in Juba Office, South Sudan. The position is for a period of 12 months subject to renewal on availability of funding and very good performance.

ICAP at Columbia University, is a global health leader situated within the Columbia University Mailman School of Public Health in New York City. ICAP's global team supports programs and research that address major health issues, HIV, Covid -19 response, malaria, tuberculosis, maternal and child health and non-communicable diseases. Headquartered at Columbia University's Mailman School of Public Health in New York City, has offices in over 20 countries. Our multidisciplinary team includes staff with technical, clinical, implementation, research, operations, program, and financial management expertise.

ICAP ensures the wellness of families and communities by strengthening health systems around the world.

The IT Assistant will be responsible for maintaining ICAP South Sudan IT Equipment's, user support, providing users with on-the-job training and general support to the IT System.

The **Information Technology Assistant** under the direct supervision of the **HR & Admin Manager** will.

1. **User and Client system support:**
   - Setting up and management of desktops, laptops, printers, and mobile devices
   - Provides office level network administration, including routine troubleshooting, maintenance, and hardware\software upgrades.
   - Ensures that ICAP South Sudan information and IT systems are protected in a manner consistent with information security policy, procedures, and standards.
   - Facilitates preparation for videoconferences and other collaborative activities, such as Webex, Zoom and GoToMeeting sessions.
   - Manages all local IT assets and assists clients to manage data.
   - Identification of routine desktop and application support issues and provision of training for staff as required.
   - Regularly update anti-virus programs and ensure the entire network and computers are virus-free.
   - Establishing a clear back-up policy and system; regularly making back up and ensure archives are made and stored as scheduled for the ICAP, South Sudan office and undertake the necessary steps for this activity including designing a schedule and materials list; recovery of all databases and their management.
   - Maintenance of IT User Guide and ensuring user compliance with IT policies and guidelines
   - Management of IT equipment inventory and loaner Equipment pool
   - Support M&E unit in all data management processes
   - Perform any other related duties/ activities as assigned by supervisor.

ICAP is looking for a candidate with the below required skills & experiences:
   - Diploma in Computer Science or Management Information Systems, CompTIA A+, Network + certification or Equivalent and or any other related field
   - At least 2 years' experience in similar capacity.
   - Ability to prioritize workload.

- Attention to detail.
- Communication and writing reports.
- Solution-oriented.

How to apply:
Note: This is a national hire position, and the successful candidate will be an employee of ICAP in South Sudan subject to the national terms and conditions of employment which includes a competitive salary and benefits package.

Please forward your Cover letter and CV to https://icapacity.icap.columbia.edu

Indicate the Position you are applying for as "**IT Assistant** in the subject line of your email. Hard copy applications will not be accepted as the incumbent needs to have immense knowledge of computer applications and internet usage.

Application Deadline is October 17, 2023.

Columbia University is an equal opportunity and affirmative action employer. It does not discriminate against employees or applicants for employment based on race, color, sex, gender, religion, creed, national and ethnic origin, age, and citizenship, status as a perceived or actual victim of domestic violence, disability, marital status, sexual orientation, status as a Vietnam era or disabled veteran, or any other legally protected status.