

**CONCERN**  
worldwide

## VACANCY

### ICT Officer - Nyamlel

Concern South Sudan is an International Humanitarian NGO working in South Sudan since 1998. It is dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries through the provision of health & nutrition, shelter, WASH and livelihood activities in the three States of South Sudan. Our current location are Juba, Yei, Bentiu and Nyamlel.

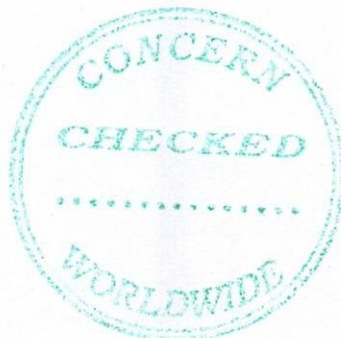
Concern South Sudan is looking for a suitable candidate to fill the position of **ICT Officer**. The position holder will be based in Nyamlel.

#### Job purpose:

The principal objective of the ICT Officer is to maintain an efficient ICT functions in NBeG. He/she will be responsible for supporting a well maintained office network system including servers and other devices and will assist in other IT related administrative tasks. He/she will be responsible to support the provision of a wide range of networking and computer support services to all staff in Nyamlel, involving effective utilization, maintenance, updating and enhancement of IT systems, while assisting in data compilation and statistics reporting when required.

#### Duties & Responsibilities:

- Installation and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Troubleshooting systems, network problems, diagnosing and solving hardware and software faults.
- Support in monitoring and administering window systems, advising users on the optimal utilization systems and tools,
- Replacing parts as required.
- Providing support, including procedural documentation and reporting.
- Supporting the roll out of the new applications.
- Setting up new user' accounts and profiles and dealing with password issues.
- Responding to within agreed time limits to call-outs.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Testing and evaluating the new technology.
- Conducting electrical safety checks on computer equipment.
- Maintaining record of Concern's Assets.
- Developing staff IT capacity, skills and confidence in using common software packages and in communications equipment's including VH and VHF radios.
- Ensuring that Concern's IT policy and procedures are understood and that all staff adhere to them.
- Maintaining the office servers and ensuring that backups are taken on the agreed schedules
- Maintaining security text message listing and ensuring up to date listings are held on the security phone.





**Others:**

- Be aware of, understand and comply with all of Concern's policies and procedures (P4, IT policies, finance, logistics, HR, security management etc.)
- Contribute to ongoing security management and planning as necessary.
- Actively participate in any emergency response if called upon to do so (within the existing programme area or in a new one).
- Perform other duties as assigned by the line manager;

**Emergency Response**

Concern is committed to responding to emergencies efficiently and effectively in order to help affected people meet their basic needs, alleviate suffering and maintain their dignity. To this end, when emergencies strike and the South Sudan Programme is to respond, all staff are required to actively participate in the response, regardless of location and contribute to the efforts aimed at achieving the humanitarian objective of the organization.

**Person specifications:**

**Essential**

- University Degree qualifications or Diploma in Information Technology
- Post graduate qualifications in related fields above is highly valued.
- At least 2-5 years of experience in similar position or related assignments are desirable

**Essential**

- Have excellent interpersonal, written and oral communication and presentation skills;
- Ability to work with minimum supervision;
- Ability to multi-task and work within deadlines;
- Proficient in use of Microsoft applications, including Word, Excel, Powerpoint & Outlook (or similar software);
- Knowledge of databases and skills needed to access, assess, and analyze information; Basic analytical and statistical skills
- Good Knowledge of IT practice, policy and procedures

**Competencies**

- Integrity for this position is critical
- Team player with excellent inter personal and communication skills
- Excellent analytical and decision-making skills
- Excellent supervision and leadership skills
- Honest, diplomatic and a positive attitude
- Proactive and reliable
- Ability to organize and coordinate schedules, including effective supervision and delegation
- Works effectively and cooperatively with others towards shared goals, establishing and maintaining principle-centred working relationships and possesses excellent planning and organization skills.
- Clearly conveys information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain their message.
- Demonstrates ability to use innovative approaches, strategies and personal initiative



### ***Concern Code of Conduct and its Associated Policies***

*Concern has an organizational Code of Conduct (CCOC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organizations, and the standards of behavior expected of them. In this context, staff have a responsibility to the organization to strive for, and maintain the highest standard in the day-to-day conduct in their work place in accordance with Concern's core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the context of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies.*

#### **How to apply:**

1. Interested candidates are requested to submit their applications, updated CVs of not more than 4 pages, academic documents and a copy of their nationality ID to: **HR Department, Concern Worldwide South Sudan Field Office in Nyamlel** or to **Concern Head Office** located at **Tongping, Airport Road, opposite Ebony Bank** NOT later than 4<sup>th</sup> November, 2019. You can email it to; [vacancies.juba@concern.net](mailto:vacancies.juba@concern.net)
2. The position is open ONLY to South Sudanese national.
3. Only shortlisted candidates will be contacted and applications submitted will not be returned.

