



MSF SPAIN IS OPENING THE RECRUITMENT OF: ICT SUPERVISOR, BASED IN MALAKAL/ FIXED TERM CONTRACT / LEVEL 6

In line with our Strategic Orientations, we are actively seeking to improve the gender balance in the organization, particularly in the logistics and supply department, and that's why, females are strongly encouraged to apply.

Médecins Sans Frontières / Doctors without Borders (MSF), founded in 1971, is an international humanitarian organization that provides emergency medical assistance to population in danger in more than 60 countries. MSF has been present in South Sudan for 30 years. Médecins Sans Frontières is an international independent medical-humanitarian organization, which helps populations in distress, to victims of natural or man-made disasters and to victims of armed conflict, without discrimination and irrespective of race, religion, creed, or political affiliation.

MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association. Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.

Main Purpose

Executing the maintenance, follow-up and monitoring of all IT and Telecom equipment, tools and services, as well as ensuring onsite technical support and training of users under his/her responsibility in accordance with MSF standards, policies, protocols and procedures, in order to guarantee the efficient use of all IT and Telecom services and infrastructure.

Main Duties & Responsibilities

- Monitoring, maintaining, and following up on all Information Technology (IT) and Telecom equipment, tools, and services in the mission, in accordance with MSF standards, policies, protocols and procedures.
- Supervising, implementing, and improving data security protocols (data saving, firewall, User Access right, backup, security for equipment and software, etc.) to ensure data security, availability, and immediate operational recovery and continuity in case of emergency.
- Providing technical support and presenting MSF standards, policies, protocols, and procedures to all users. Providing advanced technical support to logistics experts dealing with IT and Telecom systems. When needed, liaise with the Information Systems (IS) Specialist and/or HQ Technical Referent for 2nd line support, as well as with external providers, to ensure any incidents or problems that cannot be solved at his/her level are appropriately escalated.
- Providing educational support (briefing, training, and support, etc.) to all users. Providing advanced educational support (briefing, training, and support, etc.) to logistics experts dealing with IT and Telecom systems.

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- Providing regular activity reports for the sites under his/her responsibility in accordance with MSF guidelines. Updating and archiving all user and ICT (Information and Communications Technology) related documentation due to changes in the IT and Telecom infrastructures.
 - Participating in the establishment of the annual budget of the IT and Telecom families. Providing his/her technical expertise in the local purchase process.
 - Planning, preparing, and reporting the visits to the site(s) under his/her responsibility to ensure the preceding points.
- Performing any other task, specific to his/her area of specialty, as defined in his/her job description and according to the line manager.

MSF Section/Context Specific Accountabilities

Management of ICT Equipment and Devices

- Maintaining all Information Technology (IT) and Telecom equipment, and tools in the project
- Ensure the proper recording and regular movement follow up of all Information Technology (IT) and Telecom equipment, and tools in the project.
- Ensure the liability / reception is signed by the user for the ICT and Telecom equipment's.
- Ensure proper protection and safety measures are in place for ICT and Telecom equipment's and devices
- Ensure the proper storage of Information Technology (IT) and Telecom equipment, and tools in the project.

Management of Internet Services

- Ensure the internet is used for MSF activities and has the required speed for the work
- Ensure the speed of the internet is working properly as per the agreed service providers speed package of the project
- Regular follow up of internet users and advice for improvements

Data Protection and User Support

- Ensure data security, availability, and immediate operational recovery and continuity in case of emergency.
- Supervising, implementing, and improving data security protocols.
- Providing technical support and presenting MSF standards, policies, protocols, and procedures to all users in Malakal project
- Providing educational support (briefing, training, and support, etc.) to all users in the project

Reporting and Other Related

- Monthly and weekly ICT and Telecom reports of project activities
- Updating and archiving all user and ICT (Information and Communications Technology) related documentation due to changes in the IT and Telecom infrastructures
- Performing any other task, specific to his/her area of specialty, as defined in his/her job description and according to the line manager.



Requirements

Education

- Essential secondary education and formal technical training. Certifications in the domain would be an asset.

Experience

- Preferably 1-2 years of proven experience in IT or technical functions

Languages

- Preferably technical English

Knowledge

- Expertise in latest version of Microsoft Operating System and business applications (Office365)
- Good knowledge of computer hardware and maintenance processes, network theory and their respective protocols, main email systems, IT security best practices and IT service management tools (ITSM)
- Understanding in Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V)
- Understanding of radio telecommunication concepts (HF, VHF, GSM, Satellite)

Competencies

- Teaching and supporting skills
- Results and Quality Orientation L2
- Teamwork and Cooperation L2
- Behavioural Flexibility L2
- Commitment to MSF Participles L2
- Stress Management L3

HOW TO APPLY

Interested applicants can submit their motivation letters and updated CV, relevant academic certificates, previous work certificates and nationality ID.

Application should be addressed to: **HUMAN RESOURCES MANAGER, MSF SPAIN MALAKAL AND DROPPED TO MSF SPAIN OFFICE** in MALAKAL, JUBA, ULANG with clearly written job title and updated contact numbers on the envelope.

Submission can be done by E-mail: (msfe-malakal-admin@barcelona.msf.org) with the job title in subject.

Applicants should send a copy of their labour card when applying on this position.

Closing date for submissions: December 30th, 2024, at 5:00pm

We thank all applicants for their interest, but only short-listed candidates will be contacted for the recruitment process. Applications once submitted, will not be returned to applicants.

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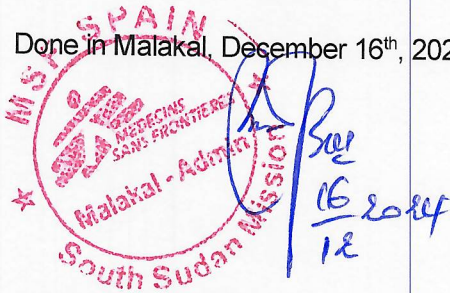


WARNING! MSF strongly warns its esteem applicants that any proven fake documentation (i.e., fake academics certificates/diplomas/Universities tittles or fake work certificates submitted) in the application, will automatically lead to disqualification and total exclusion of the applicant from the current and future recruitment processes. Verification of applicants' documents by MSF is a must!

MSF is committed to achieving workforce diversity in terms of gender, race, nationality, and culture. Individuals from minority groups, indigenous groups and persons with disabilities are encouraged to apply. We are committed to achieving a balanced gender distribution and therefore encourage women to apply. All applications will be treated with the strictest confidentiality.

MSF provides a work environment that reflects the values of gender equality, teamwork, integrity and a healthy balance of work and life. MSF does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment and discrimination.

Done in Malakal, December 16th, 2024.


HI SPAIN
MEDICINS
SANS FRONTIERES
Malakal - Admin
South Sudan Mission
16/12/2024

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REPUBLIC OF SUDAN
MALAKAL
16/12/2024
DIRECTORATE OF LABOUR & INDUSTRIAL RELATIONS
MINISTRY OF LABOUR, PUBLIC, HUMAN RESOURCE DEVELOPMENT