

Vacancy Announcement	
Job Title:	IT Intern
Band / Level Grade:	Intern
Department:	Information Technology
Location:	Juba
Overtime Eligible: (per local law)	N/A
Opening Date	21 st June 2022
Closing Date	8 th July 2022

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Approved
21/06/2022
21 JUN 2022
REPUBLIC OF SOUTH SUDAN

BACKGROUND:

Readvertisement: Ending 25th to 7th 2022

The International Rescue Committee (IRC) responds to the world's worst humanitarian crises and helps people to survive and rebuild their lives. Founded in 1933 at the request of Albert Einstein, the IRC offers lifesaving care and life-changing assistance to refugees forced to flee from war or disaster. At work today in over 40 countries and 22 U.S. cities, we restore safety, dignity and hope to millions who are uprooted and struggling to endure. The IRC leads the way from harm to home. IRC has operated in South Sudan for over 30 years now delivering humanitarian relief, post-conflict assistance, and development programs in both refugees, internally displaced and host community settings. IRC operates in 10 field offices including in Juba with program portfolio covering health, nutrition, EH, child protection, economic recovery and development (ERD)/livelihoods, women's protection, and empowerment, Education and general protection. IRC continues to provide life-saving assistance and humanitarian aid to vulnerable South Sudanese, trying to rebuild their lives and restore peace. The IRC's new strategy in South Sudan will prioritize improving health, safety, and economic well-being, targeting women, children, and other vulnerable.

JOB SUMMARY:

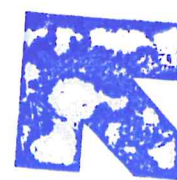
Internships are available at IRC to help students gain real-world experience in the work force. The IT intern will work in the IT department at IRC head office in Juba under the supervision of Senior IT officer. He or she will support the IT staff in software, hardware and all other technological tasks and issues. The position is intended to give new graduates a step up and gain work experience to help them pursue their career in IT.

MAJOR RESPONSIBILITIES:

The IT interns will support the IT team in the maintenance and support of various hardware, software, and other IT systems. They will be expected to have skills in troubleshooting technical issues with IT equipment like computers, servers, and other peripheral devices. IT interns may participate in the installation, configuration and deployment of new computer devices including servers. They are expected to have knowledge of various applications such as Office 365 in order to support users. They may also research unusual bugs or issues the organization encounters. Other responsibilities include:

IT Network design, Cable Termination, and structured cabling

- This task includes IT network structured cabling, Network administration including IP address management, Internet bandwidth management and planning, Network monitoring and Network health reporting, and Remote Support using applications such as Got Assistant plus learning to apply the various theoretical knowledge learnt to isolate network related issues.





Printer Server management

- This role includes network printer set up and configuration, connecting computers to the network printers, troubleshoot any issues with the main printers, learn to change toner cartridges for all printers, Extract usage reports and share them with IT Manager monthly.

Domain User Support

- The intern will learn the concept behind domains and their use for the organization, joining and removing computers from the Domain. Understand various server roles in the Network and be able to isolate user login issues.
- **User Support**
- Learn to remotely support users and possess strong communication and interpersonal skills in order to build trust with users. Be able to work with ServiceNow Helpdesk as the central portal for IT support requests.

Server 2019 installation on VMs.

- With support from the IT team the intern will learn how to install server 2019 on Virtual Machines and introduced to cloud computing technologies using hypervisors and help to configure active directory on the servers.

STANDARDS OF PROFESSIONAL CONDUCT

The IRC and IRC workers must adhere to the values and principles outlined in IRC Way Standards for Professional Conduct. These are Integrity, Service, Accountability and Equality. In accordance with these values, the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation the IRC operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti Workplace Harassment, Fiscal Integrity, and Anti-Retaliation.

SAFEGUARDING POLICY

The IRC has a zero-tolerance policy for safeguarding violations by staff, incentive workers, visitors, sub-grantees, suppliers/sub-contractors, and implementing partners. Safeguarding at the IRC is an integral to the organizational values and ethics, and staff and associates are expected to take all reasonable steps to prevent the sexual exploitation, abuse, and harassment of any person linked to the program by both its employees and any downstream partner. The successful candidate will be subject to a thorough background check and satisfactory references.

NARROWING THE GENDER GAP

The International Rescue Committee is committed to narrowing the gender gap in leadership positions. We offer benefits that provide an enabling environment for women to participate in our workforce including a flexible hour (when possible), maternity leave, transportation support, and gender-sensitive security protocols



EQUAL OPPORTUNITY EMPLOYER

IRC is an Equal Opportunity Employer. IRC considers all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status, disability, or any other characteristic protected by applicable laws

HOW TO APPLY

Interested applicants should submit a **CV with 3 references** and a copy of their **South Sudan national ID**, to IRC Office Juba or, by email to SS-HR@rescue.org **Not later than 5:00 PM on Friday 8th July 2022.**

NOTE: Only short-listed candidates will be contacted and attach photocopies only while original academic documents will be asked at the interview panel and all the photocopies will remain the property of IRC.

LEBEL YOUR APPLICATION CLEARLY: IT INTERN – JUBA.

‘WOMEN, MINORITIES AND PEOPLE LIVING WITH DISABILITIES ARE ENCOURAGED TO APPLY.



Re-advertisement: Ending 25th /07/2022 @ 5PM