VACANCY ANNOUNCEMENT

Job Title:	IT Assistant
Number of Post	One (1)
Band /Level /Grade:	9A
Department:	Operations
Location:	Ajuong Thok
Overtime Eligible:	N/A
Contract Status	Fixed Regular
Date of Issue:	Monday, 17th October 2022

Background/IRC Summary:

The International Rescue Committee as one of the world's largest humanitarian agencies, provides relief, rehabilitation, and post-conflict support to victims of oppression and violent conflict in 42 Countries. IRC is committed to bold leadership, innovation, and creative partnerships. South Sudan, an independent nation since 9th July 2011, is emerging from decades of brutal civil war rooted in disputes over religion, ethnicity, resources, governance, and self-determination. The security situation remains fragile, and the operational context is challenging. IRC has been in South Sudan since 1989 and currently operates in Northern Bahr El Ghazal, Lakes, Unity, and Central Equatoria States. IRC South Sudan program is currently seeking qualified candidates to fill the above vacant position.

Job Summary:

This position will be primarily responsible with offering IT support services to users, assisting and facilitating the installation and configuration of IT equipment and infrastructure, IT staff training/capacity building, and operations of IT activities within IRC Ajuongthok Field Office. The IT Assistant will offer 1st and selected 2nd level support to Ajuongthok Field Office IT users.

Major Responsibilities/Duties:

The responsibilities and duties of the IT Assistant will include following:

1. **IT Support - Provide Level 1 and Level 2 Support**
    - ✓ Work with end-users in collaboration with other IT Officers and/or IT Manager (or Service Desk) on resolving Level 1 issues in Country Program.
    - ✓ Resolve or escalate Level 2 and Level 3 issues on request to appropriate internal or external resource (regional/international IT, management, and vendor) as necessary.
    - ✓ Ensure proper functioning of critical IT equipment and the power backup system. This will include scheduled and unscheduled preventive maintenance.
    - ✓ Ensure up to date Network documentation.
    - ✓ Provide user training to build capacity of users in usage of systems.
    - ✓ Liaise with the relevant VSAT Internet Service Providers (ISP) for the purpose of improving the system and resolving any breakdown in internet service provision.
    - ✓ Ensure that Sophos Security tickets are handled promptly.
    - ✓ Work with Helpdesk to create email addresses, update mailing lists, and keep proper tracking of email addresses.
    - ✓ Provide weekly status report to FC and IT Manager regarding health status of the Network and other IT related issues.

2. **Installation & Configuration and maintenance of:**
    - ✓ Offer systems administrative support to the Server, Windows server 2019 operating system, Domain, and essential network services.
    - ✓ Desktop/laptop hardware and software installation, configuration, repair, and maintenance. Re-imaging using the IRC standard Windows 10 operating system image.
    - ✓ Re-view and update the structured cabling in the Field site. All cables must be correctly labelled.

✓ Provide support to the Point-To-Point links to Ajoungthok and Pamir.
✓ Local Area Network, wireless network, peer-to-peer or client server architecture, as appropriate.
✓ Liaise with various in country Internet Service Providers (ISP) for the purpose of improving the Internet service provision and resolving any breakdown in service.
✓ Provide monitoring reports with information on condition of network and ISP service to IT Manager and the Field Coordinator to assist with timely upgrades and necessary changes

3. **Maintenance, Repair & Security:**
   ✓ Perform preventative maintenance on all IRC computers and network resources.
   ✓ Ensure that server backup is done on regular basis and that staff are reminded to do back up before their computers are sent out for repairs.
   ✓ Work with the IT Manager to update and maintain network documentation to include but not limited to IP addresses, system access, email creation system, upgrades and changes to original network, etc.
   ✓ Diagnose hardware and software faults by questioning clients patiently about a problem and explaining the procedures to them.
   ✓ Closely collaborate with International and HQ IT team on helpdesk, connectivity and other in country and global IRC IT projects.
   ✓ Any other IT related tasks assigned by the supervisor or Regional IT team to accomplish the overall organizational goals.

4. **Training, Evaluation, & Testing:**
   ✓ Help in empowering staff on basic care and maintenance of computers and other peripheral devices; safe handling and general operation of computers and accessories and ensure that all IRC staff follow IT policies and procedures.
   ✓ Prepare and submit regular weekly reports to IT Manager for incidents handled, monthly and trip reports that provide sufficient detail for planning purposes.

5. **IT Asset Management**
   ✓ Assist in keeping an up-to-date ICT asset register by performing monthly asset verifications for all IT assets including Software & licenses.

6. **Policies & Protocols:**
   ✓ Implement available plans for repair of dysfunctional laptops, desktop computers, photocopiers, printers, etc.
   ✓ Participate in the implementation of appropriate protocols for regular maintenance of all IRC computer related equipment.
   ✓ Provide input in IT related purchases and raise PR for IT related purchases.

7. Performs other duties as assigned by the supervisor to enable implementation of the IRC programs.

Key Working Relationships
Reports to: Field Coordinator/IT Manager
Directly supervises: N/A
Internal/External contacts: All Ajoung Thok Field Staffs including both Incentives and regular.

Job Qualifications, Skills, and Experience:
Education: College Diploma in IT or Computer Science or equivalent technical work experience. CCNA course desired, MCSE or equivalent experience is a plus.

Work Experience: At least 1 year experience in IT support. Experience installing, configuring, and managing both wired and wireless LAN, Wireless Point to Point and firewalls. Computer setup and configuration. Microsoft office support experience required. Customer/Client service experience.

Demonstrated Skills and Competencies: Excellent communication and interpersonal skills required. Good public relations skills. Able to work independently within a team environment Highly motivated and ability to take initiative. Strong sense of personal integrity. Ability to multi-task. You must be a Team player with a Team spirit. Possess strong problem-solving abilities.

Language Skills: Fluency in English required. Good working knowledge in Arabic would be an added advantage.

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 based on 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.

The position is strictly for **SOUTH SUDANESE NATIONAL WITH ALL REQUIRED NATIONAL DOCUMENTS.**

How to Apply: Interested applicants should submit a **CV with 3 references** (Please indicate referee telephone number and email address)and a copy of academic and training certificate, a copy of **national ID** and **day time telephone contact** address it to the **Human resources Department**, IRC South Sudan and you can delivered your Application **to IRC Head office in Juba Goshen House, or field office in Jamjang**, or you can e-mail your applications to SS-HR@Rescue.org Deadline for submission **Thursday 3rd November 2022** before **5:00PM** Central African Time.

NOTE: Only short-listed candidates will be contacted and attach photocopies only while original will be asked at the interview panel and all the photocopies will remain the property of IRC. Any candidate who may wish to do job solicitation to win favor whether directly or indirectly will automatically lead to disqualification of one's application once detected at any stage of the process.

PLEASE REMEMBER TO CLEARLY INDICATE THE POSITION YOU ARE APPLYING FOR ON THE ENVELOP (Hand Delivery)/SUBJECT Email)

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