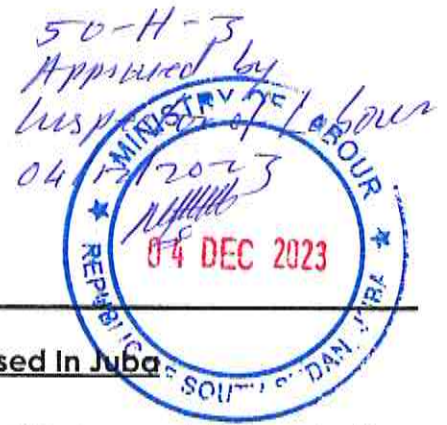




Norwegian People's Aid

South Sudan



Vacancy Announcement For ICT Officer Based In Juba

Norwegian People's Aid (NPA) South Sudan is an International Non-Governmental Organization involved in humanitarian, relief and long-term development cooperation in South Sudan.

NPA has worked in South Sudan since 1986 and currently runs three programs: Civil Society Development, Humanitarian & Resilience, and Department for Development and Humanitarian Cooperation (DHC).

NPA wishes to recruit a highly competent, proactive and self-driven individual (**South Sudanese National Only**), for the position of **Information and Communication Technology (ICT) Officer** based in Juba.

The contract for this position is Definite Contract with possibility of extension based on performance and funding.

Purpose of the Position:

To monitor and maintain computer systems and networks.

Support staff and client, oversees and ensures that NPA IT policy is implemented and followed by NPA staff and offices.



Duties and Responsibilities:

- Manages wireless LAN (Workgroup), V-SAT systems, Computers, multimedia and other IT peripherals/resources.
- Troubleshoots and resolves hardware, software, and connectivity problems, including user access and component configuration.
- Manages and Troubleshoots Two-way satellite internet system.
- Installs, configures, and upgrades desktop hardware and peripherals to include; network cards, printers, modems and add-in boards.
- Installation of windows operating system, MS Office, Anti- viruses and other application software.
- Collaborating and communicating with HQ IT staff for resolution and approvals of cases.
- Conducts technical research on system upgrades to determine feasibility, cost, time required, and compatibility with current system.
- Provides technical inputs in facilitating IT equipment's procurement.
- Prepares detailed flow charts and diagrams outlining systems capabilities and processes.
- Researches and recommends hardware and software development, purchase, and use.
- Maintains confidentiality regarding the information being processed, stored or accessed by the network.
- Performs weekly backup of NPA Juba servers and computers. Ensure the backup is securely kept and available when needed.
- When required, visits the field locations and provides IT support at field offices.
- Familiarize with VHF/HF maintenance and configuration (preferably Codan and Motorola).

Desired Qualifications:

- Must have Diploma in IT Technologies and desirably BSc in IT
- IT Service management frameworks - ITIL will be an added advantage



Experiences:

- Three-Five years of working experience in a similar position.
- Excellent understanding about networking, computer hardware and software
- Good knowledge about HF and VHF radios
- Experience of setting up networks, maintenance of IT systems and trouble-shooting computer software & hardware issues.
- Willing to travel to field offices at short notice.
- Microsoft 365, Teams and similar other IT platforms
- Previous experience with INGO or UN will be advantage.



Personal Qualities/Skills:

- Work independently and professionally
- Good analytical skills
- Ability to communicate well and give feedback in a consistent manner
- Strong interpersonal skills
- Ability to travel extensively to various field locations
- Fluency in written and spoken English (working language), but Intermediate Arabic is added advantage
- Ability to participate effectively in team-based activities
- Self-motivated and ability to perform under pressure

NPA South Sudan is an equal opportunity employer. In making employment decisions it does not discriminate based on gender, ethnicity, religion or political affiliation.

Qualified Women are highly encouraged to apply.

Application and CV/resume with active contacts and three professional referees and copies of academic transcripts should be submitted to: recruitment-rss@npaid.org

Hard copy applications and CVs/Resume can also be delivered to NPA Juba. Office on Martyr's Street Opposite UNICEF Office.

Applications submitted after 12:00 noon on Friday 22nd December 2023, will not be considered.
NB: Submitted copies of academic transcripts will NOT be returned to the applicant