![RELIEF INTERNATIONAL logo] **RELIEF INTERNATIONAL**
South Sudan

Handwritten: 50-H-3 MoL Approved 12/02/2024

Stamp: MINISTRY OF LABOUR — 12 FEB 2024 — REPUBLIC OF SOUTH SUDAN

EXTERNAL JOB VACANCY

Vacancy NO.   **Juba- RIT-2024 -02-12-218N**

Position: Roving IT Coordinator

Location: Juba 70 %, Field offices 30 %
Reports to: Country supply chain and operations manager.
Technical Supervisor: Regional IT Specialist / Global IT Director

About RI: "Relief International is an international non-profit organization that partners with communities impacted by conflict, climate change and disaster to save lives, build greater resilience and promote long-term health and wellbeing. Our team of more than 7,000 staff and local volunteers work in 15 countries across Africa, Asia, and the Middle East, providing Health and Nutrition, WASH (Water, Sanitation, and Hygiene), Education and Livelihoods programming that creates the foundation for community resilience. We do this by working with local actors to develop safe and inclusive local programming that is evidence based, conflict sensitive, climate smart, and reaches those in need."

Position Summary:

The Roving IT Coordinator   monitors and maintains Relief International's computer networks throughout South Sudan, installs and configures hardware and software, and provides technical support to RI staff in South Sudan. The Roving IT Coordinator   works closely with the Regional IT Specialist and Global IT Director to help drive down global IT regulations and procedures to the local country offices, and ensure the South Sudan offices are in line with the RI global IT strategy.

 S/he will be responsible for asset management, movement and disposition, track on, S/he will report to management the asset status, advice on the disposition and plan for replenishment. S/he will comply with each donor requirements for asset management.

Position Responsibilities and Duties:

- User Support
  o Utilize the IT support ticketing system to troubleshoot users' computer problems, determine sources of issues, and deliver appropriate solutions.
  o Support in-country RI staff to access IT-managed services, and

Stamp: RELIEF INTERNATIONAL — South Sudan

- o Setup new users' accounts and assist users to maintain active profiles throughout IT-managed systems
- Computer Systems Monitoring and Maintenance
- o Follow the RI Computer Standards to install and configure computer operating systems and all RI software
- o Plan and undertake scheduled monthly maintenance to ensure all local computers are up-to-date with all important software and system updates
- o Manage and keep track of IT inventory for all RI Sudan offices
- Network Monitoring and Maintenance
- o Perform regularly scheduled network equipment maintenance to ensure office networks are running smoothly
- o Monitor networking firewalls and enforce network security policies
- o Diagnose and fix network problems or potential problems
- o Maintain other networked equipment, including but not limited to: printers, scanners, VoIP phones, power generators and web conferencing systems.
- Information Security Response
- o Monitor and response to security alerts associated with local users in the Cisco Thread Response portal
- o Ensure all the local devices are free of virus/malware and the protection agents are up-to-date
- o Coordinate with Cyber Security Working Group to response to any cyber-attacks targeting local users or devices.
- Infrastructure Maintenance
- o Manage and maintain Power Sources to the office, upgrade if needed. Including gas generator and renewable energy sources, if apply.
- o Maintain and manage office cabling, including power cables and network cabling
- o Setup necessary backup power options to ensure uninterrupted power supply to the network
- IT knowledge and user training
- o Complete and fulfil all IT training requirements
- o Attend necessary IT webinars and seminars to stay up-to-date with changes to all IT-managed solutions
- o Maintain knowledge of industry trends and support best practices
- o Provide basic IT user training and orientation to local staff as needed
- o Communicate with local IT vendors and IT service providers to explore and coordinate on local IT services and procurement options

Assets management

- Ensure the management of equipment and assets for their optimal use and care; all assets and IT equipment are well recorded, tagged and track their movement across all the offices.

- Consolidate Asset and IT equipment monthly Report and submit to Country SC&O manager, ensure the asset database is up to date, report any donor specific asset belonging by end of each grant, sport check report for audit is also prepared.
- Supervise the biannual and annual physical count all over the country and act as focal point for all assets. Conduct asset reconciliation after the physical count and report the findings.
- Maintain a regular follow-up of the asset and IT equipment status, movement, asset assignment letters are up to date with supporting documentation.
- Implement a strategy for replenishing of outdated asset via its life span or conditions, maintain and report the asset to be disposed on time.
- Follow up with IT assistant /officers at field offices on the same above tasks and perform regular support to them.

Qualifications and Requirements:

- Bachelor's degree in information technology, Computer Science, or related field.
- Proven experience working in IT support or a similar role, with at least 3 years of relevant experience preferably with INGOs.
- Strong understanding of computer systems, networks, and infrastructure.
- Proficiency in troubleshooting hardware, software, and network issues.
- Familiarity with operating systems, such as Windows, MacOS, and Linux.
- Experience with cloud computing platforms, such as AWS or Azure, is desirable.
- Excellent communication skills, both verbal and written.
- Ability to work independently and as part of a team.
- Strong problem-solving skills and attention to detail.
- Certifications such as CompTIA A+, Network+, or Microsoft Certified Professional (MCP) are a plus.

Applicant must not be person who has bad record or has been convicted of Sexual Exploitation and Abuse (PSEA), Sexual Harassment and Child abuse cases.

We would like to share Relief International's values with you:

We uphold the Humanitarian Principles: humanity, neutrality, impartiality, and operational independence. We affirmatively engage the most vulnerable communities. We value:

- Inclusiveness
- Transparency and Accountability
- Agility and Innovation
- Collaboration
- Sustainability

APPLICATION SUBMISSION CRITERIA

HOW TO APPLY:

- Aspiring potential interested applicants should submit motivational letter, CV and copies of academic documents in a sealed envelope clearly marked;

Roving IT Coordinator-Juba- RIT-2024 -02-12-218N

to Relief International office in Juba or by Email to; **recruitments@ri.org**

- Because this position is urgently needed to be fill, short listing shall be conducted before the deadline/as applications are being received

- ## Deadline: 1st March 2024-4:30 pm SSD local time

- Only shortlisted applicants will be contacted