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Approved by
Inspector
MOL
25/8/2022

Jesuit Refugee Service – South Sudan



INFORMATION TECHNOLOGY TRAINER

Location: Maban, South Sudan

Application Closing Date: 14th September 2022

Position: IT Trainer (1 Position)

Reporting Line: Assistant Education Coordinator – Teacher Training

Position opened to: South Sudan Nationals

Organizational Context:

Jesuit Refugee Service (JRS) is an international Catholic organization, with a mission to accompany, serve and defend the rights of refugees and forcibly displaced people. JRS has a priority to work wherever the needs of displaced people are urgent and unattended by others and offers a human service to refugees and the communities through a wide range of rehabilitation and relief activities, many of which centred around formal and informal education needs

Position Description

We are looking for an IT Trainer to prepare and conduct employee training courses on IT skills and proper computer usage and train beneficiaries on basic and advanced Computer Courses based on an ICDL Framework and/or any other syllabus which may be appropriate.

IT Trainer responsibilities include identifying educational needs, designing educational material, and ensuring all employees take basic computer training. If you know how to design engaging courses to explain technical procedures and best practices, we would like to meet you.

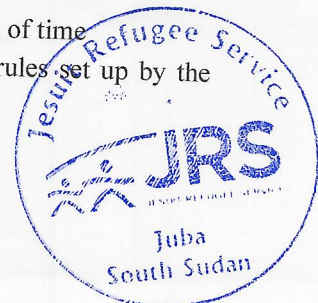
Ultimately, you will ensure employees develop their IT skills to keep our computer workstations secure and that beneficiaries are well trained and ready to use the skills they get from the training in the job market.

Key Responsibilities

- Train beneficiaries and employees on basic and advanced computer packages/courses
- Conduct IT skills gap analyses
- Design technical training manuals using simple language
- Conduct role-specific training on tools and programs each team uses daily
- Research and recommend learning systems
- Apply educational methods to engage trainees (e.g., gamification-based platforms)
- Train new employees on proper use of hardware and software
- Perform regular organization-wide trainings on system security
- Evaluate the effectiveness of each educational session
- Maintain updated records of training curriculum and materials.
- Submit a comprehensive training report with lessons learnt and recommendations upon completion of the training.
- Review company policies on computer use and cyber security

Personal qualities:

- Passion: Passionate about education, teaching, and learning
- Adaptability: Able to endure basic living and working conditions for a duration of time
- Autonomy: Autonomous and able to take initiatives within the limit of the rules set up by the supervisor



- Respect: Open-minded, respectful of the community with whom JRS values and works with.
- Adherence: Adhere to the internal rules and, more particularly, the JRS staff and security rules.

Qualifications & Experience:

Essentials:

- ✓ BSc in Information Technology, Computer Science, or relevant field
- ✓ Additional certification in training (e.g., Certified Technical Trainer) is a plus
- ✓ Proven work experience as an IT Trainer, Technical Trainer, or similar role
- ✓ Experience designing technical course material
- ✓ Strong knowledge of MS 365, SharePoint, OneDrive & Azure AD Cloud
- ✓ Familiarity with web-based learning platforms and modern educational techniques
- ✓ Good understanding of corporate computer security principles
- ✓ Excellent communication skills with the ability to explain technical terms plainly
- ✓ Demonstrated experience and commitment to working with marginalized communities.
- ✓ Very good analytical, strategic thinking and planning skills.
- ✓ Good knowledge of MS Word, Excel/Office.
- ✓ Excellent oral and written English,
- ✓ Ability to build effective partnership and collaborate with other team members
- ✓ Patience, perseverance, and ability to work in stressful environment
- ✓ Excellent communicability and interpersonal skills
- ✓ Creative and energetic
- ✓ Strong moral values and discipline

Core values

- Commitment to JRS mission, vision and values, and the ability to convey with enthusiasm JRS's role in accompanying and serving forcibly displaced people and in advocating for their right to protection and a life in dignity.
- High integrity, honesty, and confidentiality; ability to deal tactfully, consistently, fairly, and discreetly with situations, people, and information.
- Acceptance of diversity and inclusion as a core value. Willingness to work in flexible, sub-optimal and multi-cultural environments.

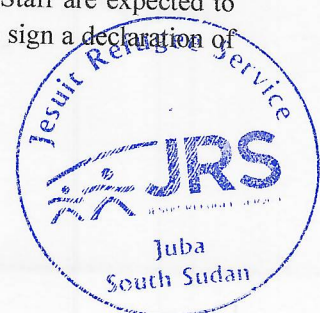
Submission Requirements

Please send your CV and a cover letter that indicates what skills and experience you have that meets the criteria and your availability. The CV (maximum 3 pages) should include contacts (phone and email) for three referees. Please note that only official email addresses for referees will be accept. Kindly send the application to sds.recruit@jrs.net by 5:00pm closing date **14th September 2022**. The subject of the email should be 'Information Technology Trainer'.

PLEASE NOTE: Due to urgent need to fill this vacant position, we will be reviewing the application as we receive. Only candidates who apply by the deadline and who can demonstrate experience of overall IT Training processes should apply. Only short-listed candidates will be contacted and only candidates who progress to the final oral interview stage will be informed of interview outcome. **Female candidates are highly encouraged to apply.**

Commitment to Child Safeguarding:

JRS is committed to the safeguarding of children (under 18 years) who encounter with JRS South Sudan personnel and volunteers in all JRS South Sudan works. All JRS-South Sudan Staff are expected to comply with JRS Child safeguarding Policy and Procedures in this regard and to sign a declaration of commitment to this effect.



Commitment to Protection of Sexual Exploitation and Abuse (PSEA):

JRS-South Sudan takes the protection of sexual exploitation and abuse (PSEA) serious, and all the JRS-South Sudan personnel and volunteers are expected to comply with the JRS-PSEA policy and to sign declaration of commitment.

