



VACANCY ANNOUNCEMENT

Position: IT / Technical Support Officer
Location: Juba, South Sudan
Status: Part Time - 50%

About Internews

Internews Network is an international media development organization based in Arcata, CA, and Washington, DC, whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect, and the means to make their voices heard. Internews has been working in South Sudan since 2006, establishing community radio stations across the country and training South Sudanese journalists to operate them. We also implement other activities across the sector, including actively working to meet the critical information needs of South Sudanese communities.

Project Summary

Internews is implementing the "Voices on the Move" Project in Jamjang, Maban and Renk project funded by the Department of State's Bureau for Population, Refugees, and Migration (PRM). The project is focused on establishing safe, accessible, and life-saving information services that mitigate protection and health risks and optimize the effectiveness and efficiency of humanitarian response services for refugees, returnees and host community.

Position Summary

The IT/Technical Officer will be tasked with IT operations and services in the South Sudanese office and will work closely, cooperatively, and proactively with the Operations and Security Manager, Humanitarian Project Director, the regional Information and Communications Technology (ICT) team, and the Internews Technology Solutions & Services team. The IT/Technical Officer must be comfortable working under challenging deadlines. Internally, the IT/Technical Officer works with end users to clarify, analyze, and resolve reported issues. The IT/Technical Officer also works with external service providers, as required, to resolve escalated infrastructure issues. Closely following procedures and policies established by the Internews Technology Solutions & Services (TSS) team is a must for the IT/Technical Officer.

Essential Duties and Responsibilities

ICT Support

- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes, identifying problems, evaluating trends, and anticipating requirements.
- Accomplishes financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective action.
- Provides coaching and training to ICT staff and users.
- Liaises with TSS department on procedures and instructions to promote a better understanding of the use of ICT equipment.
- Verifies application results by conducting system audits of technologies implemented.
- Preserves assets by implementing disaster recovery, back-up procedures and information security and control structures.
- Acts as first point of IT Support contact for all Internews staff across South Sudan.
- Ensures network access, backup system and security are maintained at a high standard to ensure the integrity of the Internews network is not compromised.
- Troubleshoots system and network problems.
- Manages operations between Internet service provider (ISP) and the organization.
- Diagnoses and resolves hardware or software faults.
- Ensures timely repair of hardware faults and software configuration problems.





- Monitors performance of Internews South Sudan's IT systems and networks, including VSAT services, to ensure issues are appropriately prevented, escalated, and resolved.
- Regularly reviews and evaluates office and users' equipment and recommends replacement, enhancement and repair as needed, following Internews procedures and standards in collaboration with the Internews Technology Solutions & Services team.
- Promotes a culture of service excellence and continued improvement within the TSS department.
- Maintains and develops excellent working relationships with all staff.
- Implements help desk tools/solutions in line with user requirements and develops necessary measures to prevent frequent outages.
- Undertakes other tasks or assignments within their areas of competence as directed by supervisor.
- Works in close collaboration with the Global TSS team to roll out, maintain and enforce company-wide IT procedures, policies, and services.

ICT Equipment

- Deploy PCs and associated peripherals including new installations and redeploy existing equipment as necessary.
- Perform preventive maintenance duties on ICT equipment.
- Install and configure operating systems to an agreed standard.
- Install and configure authorized software to an agreed standard.
- Maintain the existing ICT equipment, by performing upgrades, new installations and carrying out routine procedures.
- Compile and maintain an accurate inventory of hardware and software

Departmental Administration & People Skills

- Assists with tracking software, hardware, and licensing inventory for the South Sudan office. Must be able to complete detailed data entry on a consistent basis.
- Provides strong written and verbal communications to domestic and international colleagues.
- Manages crisis situations using excellent communication with affected staff and management.
- Actively participates in testing of new software and hardware as required

ESSENTIAL SKILLS AND EXPERIENCE:

- Higher diploma in Information Technology preferred.
- Bachelor's degree in information technology/ computer science or relevant qualification from a recognized institution will be an added advantage.
- Minimum 3 years of experience in a similar position.
- Demonstrate exposure on basic professional knowledge of networking, internet technologies, office applications, and common hardware and peripherals.
- Display confidence when dealing with staff, with well-developed written and verbal communication skills.
- Ability to investigate issues and requirements and identify and prioritize appropriate solutions.
- Capable of working well under pressure
- Good Interpersonal and communication skills
- Ability to manage and prioritize own workload and work independently.
- Integrity and commitment to producing results
- Self-driven and results oriented
- Ability to maintain detailed and accurate records.
- Offer assistance to other employees in use of various technologies.





- Ability to work effectively under pressure
- Ability to work both independently and in a team
- Willingness to travel to and work in field locations
- South Sudanese nationality required

How to apply

- 1) Email your application to SS-Recruitment-mbx@internews.org.
- 2) Include an attachment of your resume / CV and cover letter with three professional references
- 3) Indicate on the email subject the position you are applying for "IT / Technical Support Officer"

Note:

- That, only shortlisted candidates will be contacted for interview.
- That, the closing date for receiving applications for this position is 25th September 2024 at 5:00 pm Juba time
- That, applications received later than this date will not be considered.
- That, due to the number of applications we receive, only shortlisted candidates will be conducted.
- That, this position is open to South Sudanese nationals only.
- Please note that this position needs to be filled rapidly. Applications will be reviewed on a rolling basis.

