



ICRC

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

EMPLOYMENT OPPORTUNITY **ICT SPECIALIST** **DHUSAMAREB**

About the Job

The ICT Specialist is co-responsible for managing and organising all ICT systems and services in the area of responsibility. S/he provides support to the management and ICT coordinator in the design and installation of ICT infrastructure.

ICT specialist in Dhusamareb is in charge of all of Sub Delegation Center's sites, including Dhusamareb, Beledweyne, Jowhar, and Galkayo.

This is a national/resident position based in Dhusamareb, Somalia.

Duties and Responsibilities

- As a part of global support services handles customer/staff queries and escalates as per the ICT policy
- Ensures existing ICT infrastructure is functional and performs regular quality control checks.
- Drafts and keeps technical documentation up to date for all ICT installations.
- Ensures that global and country-level policies and procedures are implemented and followed.
- Briefs, advises, and trains end-users on the ICRC's ICT systems and equipment.
- Installs, maintains, and repairs all IT hardware, IT infrastructure (LAN, SDWAN, wireless), and telecom (VHF, SAT phones, and UC) in line with ICRC standards.
- Keeps track of equipment allocations, dispatches equipment, and follows up on shipments to and from other ICRC sites.
- Collaborate closely with the ICT team, suppliers, and service providers to ensure that requested goods or services are delivered according to the established standards.
- Enforces the use of the ICRC service portal for ICT requests and incident reporting.
- Allots requested ICT equipment in an efficient manner, considering users' needs and ICRC policies.
- Participate in regular physical inventory checks and updates the ICT inventory upon new attribution or intervention on a device, strictly adhering to the internal procedures for inventory management.

Minimum qualifications and required competencies

- Bachelor's degree or equivalent in Information Technology, Electronics or Computer Science
- Professional certification in domains of Network, Operating systems, Software Development, ICT services management is an asset
- 4 years' troubleshooting experience in ICT service catalogue; workplace services, telecommunications, IT and help desk
- Knowledgeable and skilled in Wireless and VSat technologies
- Experience in Project management and report writing
- Ability to work under minimal supervision in a very busy environment
- Very good command of written and spoken English and Somali
- Good knowledge of the social, economic, and political affairs of the assigned region

We Offer

- A challenging job opportunity within a dynamic work environment in an international humanitarian organization
- Training and development opportunities
- A competitive salary with benefits, based on the ICRC Compensation and Benefits framework

How to apply

Apply by sending your cover letter and CV addressed to the **Human Resources Manager, ICRC Somalia Delegation**, on the email address sokrecruitment@icrc.org. Your cover letter *must* indicate your current salary and your expected salary range. The closing date is **25th September 2024**. **Clearly indicate the position title ICT Specialist - Dhusamareb in the subject line of your email message**. Female candidates are encouraged to apply.

NOTE THAT ONLY EMAILED APPLICATIONS WILL BE CONSIDERED.

Please note that only short-listed candidates will be contacted and canvassing will lead to automatic disqualification. Any enquiries about the position should be addressed to sokrecruitment@icrc.org.

Click on the link for information on data protection: [Personal data protection information](#)

The ICRC values diversity and is committed to creating an inclusive working environment.