



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.

ICT SPECIALIST DHUSAMAREB

What we do

The International Committee of the Red Cross (ICRC) works worldwide to provide protection and humanitarian assistance to people affected by conflict and armed violence. We take action in response to emergencies and, at the same time, promote respect for international humanitarian law. We are an independent and neutral organization, and our mandate stems essentially from the Geneva Conventions of 1949. We work closely with National Red Cross and Red Crescent Societies and with their International Federation in order to ensure a concerted, rational and rapid humanitarian response to the needs of the victims of armed conflict or any other situation of internal violence. We direct and coordinate the international activities conducted in these situations.

Purpose

Reporting to the ICT Coordinator, the ICT Specialist is responsible for managing and organising all ICT systems and services in the area of responsibility. The job holder provides support to the management and ICT coordinator in the design and installation of ICT infrastructure.

ICT specialist in Dhusamareb is in charge of ICT activities in all the Sub Delegation`s sites, including Dhusamareb, Beledweyne, Jowhar, and Galkayo.

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

Accountabilities & Functional responsibilities

- As a part of global support services handles 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
- Collaborates 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
- Participates 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

Certifications / Education required

- Bachelor's degree in Information Technology, Electronics or Computer Science or equivalent qualification in a related field of study
- Professional certification in domains of Network, Operating systems and Software Development.

Professional Experience required

- At least 4 years' troubleshooting experience in ICT service catalogue, workplace services, telecommunications, IT and help desk
- Experience in ICT services management is an asset
- Knowledgeable and skilled in Wireless and VSat technologies
- Experience in Project management and report writing

Desired profile and skills

- Ability to work under minimal supervision in a very busy environment

- Excellent command of both written and spoken English and Somali
- Willing and ready to be based in Dhusamareb and to travel frequently to Beledweyne, Jowhar, and Galkayo offices
- Good knowledge of the social, economic, and political affairs of the assigned region

Reports to (role)

- ICT Coordinator

What 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

Our Values

At the ICRC, we value impact, collaboration, respect, and compassion. We seek candidates who demonstrate behaviors based on these shared values. For more information on the ICRC values, please visit this [page](#).

Additional information

Closing date **22nd October 2025**

Ready to apply?

[Apply here](#)