



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 TECHNICAL SPECIALIST KISMAYO

About the Job

The ICT Technical Specialist manages and organizes all ICT systems and services in ICRC Somalia operations. S/he assists in designing and installing ICT infrastructure based on defined standards and recommendations from his technical supervisor.

This is a grade B2, National/Resident position based in Kismayo, Somalia.

Duties and Responsibilities

- In charge of ICT daily operations in Kismayo Sub Delegation and travels to other sites when need arises
- Independently installs, maintains, repairs and monitors ICT equipment in line with ICRC standards
- As a part of global support services handles customer/staff queries and escalates as per the policy
- Ensures ICT inventory is updated regularly and maintains adequate stocks levels
- Ensures that existing ICT infrastructure is functional and carries out regular maintenance
- Ensures that global/country-level policies and procedures are implemented and adhered to
- Briefs, advises and trains end-users on the ICRC's ICT systems
- Maintains ICT stock levels and carries out regular physical checks
- Drafts and updates technical documentation for all IT equipment
- Train ICT teams in the field when need arises

Minimum qualifications and required competencies

- Bachelor's degree or equivalent in Information Technology, Electronics or Computer Science
- 4 years' troubleshooting experience in the area of ICT service catalogue; workplace services, telecommunications, IT and help desk
- Windows Server Technology Certification
- Security Gateway and Fire wall Certification
- Skilled in LAN and WAN configuration
- 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
- Good command of English and Somali language
- Good knowledge of the social, economic and political affairs of the assigned region

We Offer

- A dynamic and challenging 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 **26th November 2018**. Please indicate the position title in the subject line of your email message.

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.

(Open to both internal and external applicants)