Job Vacancy Announcement
(Internally and Externally)

ICT SUPERVISOR

We are an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters, and exclusion from healthcare. We offer assistance to people based on need, irrespective of race, religion, gender, or political affiliation.

Job Family	Logistics and Supply
Place of Work	DeirEzzor, AlBukamal, Syria
Level	6
Contract of Employment	Service Agreement for 3 months renewable *« We are still under the emergency phase of the project, and as such our longer term presence in Deir Ezzor is not yet clear. The project may shift focus to other areas as per the needs and activities. »*

Main Purpose:

Executing the maintenance, follow-up and monitoring of all IT and Telecom equipment, tools and services, as well as ensuring onsite technical support and training of users under his/her responsibility in accordance with MSF standards, policies, protocols and procedures, in order to guarantee the efficient use of all IT and Telecom services and infrastructure.

- Monitoring, maintaining and following up on all Information Technology (IT) and Telecom equipment, tools and services in the mission, in accordance with MSF standards, policies, protocols and procedures;
- Supervising, implementing and improving data security protocols (data saving, firewall, User Access right, backup, security for equipment and software, etc.) to ensure data security, availability, and immediate operational recovery and continuity in case of emergency;
- Providing technical support and presenting MSF standards, policies, protocols and procedures to all users. Providing advanced technical support to logistics experts dealing with IT and Telecom systems. When needed, liaise with the Information Systems (IS) Specialist and/or HQ Technical Referent for 2nd line support, as well as with external providers, to ensure any incidents or problems that cannot be solved at his/her level are appropriately escalated;
- Providing educational support (briefing, training and support, etc.) to all users. Providing advanced educational support (briefing, training and support, etc.) to logistics experts dealing with IT and Telecom systems;
- Providing regular activity reports for the sites under his/her responsibility in accordance with MSF guidelines. Updating and archiving all user and ICT (Information and Communications Technology) related documentation due to changes in the IT and Telecom infrastructures;
- Participating in the establishment of the annual budget of the IT and Telecom families. Providing his/her technical expertise in the local purchase process;
- Planning, preparing and reporting the visits to the site(s) under his/her responsibility to ensure the preceding points;
- Performing any other task, specific to his/her area of specialty, as defined in his/her job description and according to the line manager.

MSF Section/Context Specific Accountabilities:
- Installation and set up of new project smart phones
- Installation and set up of new project laptops
- Conducting health check of all project laptops

We are an equal opportunity employer, we do not charge a fee for any applications received.
Only short-listed candidates will be contacted.

- Training new users on how to use their devices, like smartphones, laptops, tablets as well as saving data on sharepoint
- Ensure the contact list is updated and the function of all communication devices are in good condition
- Communicating the IT related needs of the project to the LTL

Requirements	
Education	• Essential secondary education and formal technical training. Certifications in the domain would be an asset.
Experience	• Preferably 1-2 years of proven experience in IT or technical functions
Workplace:	• Deir ez-Zor/Abu Kamal, Syria
Language	• Preferably technical English
Knowledge	• Expertise in latest version of Microsoft Operating System and business applications (Office365) • Good knowledge of computer hardware and maintenance processes, network theory and their respective protocols, main email systems, IT security best practices and IT service management tools (ITSM) • Understanding in Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V) • Understanding of radio telecommunication concepts (HF, VHF, GSM, Satellite) • Teaching and supporting skills
Competencies	• Results and Quality Orientation L2 • Teamwork and Cooperation L2 • Behavioural Flexibility L2 • Commitment to MSF Participles L2 • Stress Management L3

How to apply:

"Important to scan the QR code or click the link below and fill the form for your application to be considered."

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https://forms.office.com/e/9sDyVR5JFL

Only shortlisted candidates will be contacted through their email address.

Deadline of Application: **13 August 2025 (Tuesday).**

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