
NRC in Syria

NRC is in Syria to support people affected by forced displacement (IDPs, returnees, host community etc.) so that they can have access to timely and effective assistance, to cope with the crisis and when the crisis ends return and rebuild their lives. NRC started its activities in Syria in mid-2016.

In 2024 NRC has reached with humanitarian assistance more than **699,313** individuals across Syria in the Governorates of Damascus, Rural Damascus, Daraa, Homs, Aleppo, Hama, Idleb, Hassakeh, Qamishli and Raqqa

NRC will continue to apply an integrated programming approach, where Education, Information, counselling and legal assistance (ICLA), Shelter/WASH, Livelihoods and Food Security and (LFS) programmes, and Protection from Violence work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Role Specific Information

- Provide help desk support to all users on IT issues.
- Ensure all staff adhere to ICT related guidelines, procedures and standards.
- Undertake regular backup of office data and keep securely outside office.
- Provide ICT technical support to the field offices to ensure respective network optimum performance.
- Provide hardware and software support to all program equipment, servers, computers, laptops etc.
- Schedule regular computer-related service, maintenance and license renewals.
- Update the data disaster recovery plan and implement when appropriate.
- Define, deploy and maintain system security for shared services.
- Maintain protection services (anti-viruses and firewalls) for the entire office setup.
- Trouble shoot NRC mailing system problems, and ensure smooth running of general office mail.
- Setup internet connectivity for all staff as well as visitors.
- Supports the development of local ICT SOPs, training plans, systems, and procedures to Global NRC ICT policies.
- Monitors ICT operations in NRC Offices in compliance with NRC standards.
- Provides level two incident handling support to the NRC users.
- Responsible for ICT capacity building and training for staff and ICT briefing for all new staff.
- Providing technical support for all NRC cloud systems and other NRC online platforms.
- Supports the ICT setup of new field offices of NRC.
- Performs other related duties as required.

Our Ideal Candidate

- Strong technical skills and ability to diagnose and troubleshoot software and hardware malfunctions.
- University degree in computer science or related field of study and/ or a minimum of 4 years in similar positions of ICT operational support.
- Documented results related to the position's responsibilities.
- Fluency in English and Arabic both written and verbal

Additional Information

- Duty station: NWS Office - Aleppo
- Contract: Till the end of June 2026. Renewable, based on funding and performance.
- Salary/benefits: Grade 5 of NRC's salary scale ([NRC Grade profile](#))
- Candidates who do not provide complete and detailed information in the online application form **will not be considered**.
- The application deadline is **31 March 2026**.

To apply for this Vacancy, please copy below link:

https://23109900.webcruiter.no/Main/Recruit/Public/5097356028?link_source_id=2249338128