
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, Idlib, 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

- Define and implement country-specific ICT strategies and digital solutions aligned with organizational goals and evolving operational needs during Syria transition and post-merger.
- Leading the rollout and integration of new technology systems and tools that enhance programme delivery, internal workflows, and communication
- Perform risk analysis related to ICT, mitigation, and report to the Country Management Group (CMG) as appropriate.
- Provide strong leadership and technical direction to the ICT team and cross functional teams in all offices, ensuring competent and motivated staff are hired and retained.
- Maintain an efficient, responsive, and accountable system of user support within the country office and area offices.
- Plan and manage all ICT infrastructure changes including installations, upgrades, relocations, and maintenance of hardware, software, and networks.
- Develop, roll-out and oversee the implementation of a country level harmonised ICT Policies and guidelines to facilitate merger process while ensuring seamless data transfer plus access to new and archived Syria filing system.
- Ensure system security including all NRC Networks, Servers, and Computers.
- Ensure adequate security (and data protection) standards (e.g. CIS) are applied to all applications and/or locally developed solutions in the country offices includes being the country technical focal point in the case of a serious data breach / cyber-attack and /or any investigation that may require ICT support.
- Responsible for forecasting and management of the ICT budget and Supporting ICT- related procurement including researching solutions, making recommendations for product purchases and participating in bid evaluations.
- Design and deliver training materials and workshops to improve digital literacy and technology adoption across all staff levels.
- Manage the Cisco Meraki dashboard for NRC Syria networks: Ensure optimal performance and best bandwidth utilization, check for security logs, and apply new\modified configurations wherever needed

Our Ideal Candidate

- Bachelor's degree in computer science, Computer Engineer, or any other IT related field.
- Minimum 3 years of experience from working within IT technical expertise area in the humanitarian sector
- Proven technical ICT management expertise
- Fluency in English, both written and verbal
- Experience in managing a team.
- Knowledge and experience with in ICT tools and solutions such as as: O365, Windows 10, Antivirus Software: F-Secure, Service Desk Solutions, Backups and DRP, MySQL and SQL databases, Box, Power BI, Salesforce, PaaS, SaaS, Networking: Cisco Meraki Network devices and platform, TCP/IP, LAN/WAN.
- Experience in leading technology projects and/or roll outs
- Knowledge of the Syrian context which has impact on ICT projects i.e sanctions, embargo, filters and etc.

Additional Information

- Duty station: Country Office - Damascus
- Contract: Till the end of Dec 2026. Renewable, based on funding and performance.
- Salary/benefits: Grade 7 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 **4 June 2026.**

To apply for this Vacancy, please copy below link:

https://23109900.webcruiter.no/Main/Recruit/Public/5133776773?link_source_id=0