
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. Since the start of its activities in mid-2016 in Syria, NRC has reached with humanitarian assistance more than 360,000 people, out of which more than 150,000 reached in 2018 alone in the Governorates of Damascus, Aleppo and Rif Damascus.

NRC will continue to apply an integrated programming approach, where Education, capacity building, Shelter/WASH, and Food Security and Livelihoods (FSL) programmes work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Qualifications

- Provides level one incident handling support to Syria Country Office and Area Office teams
- Maintains ICT software, hardware, and network infrastructure as required.
- Supports the Syria Country Office ICT Unit in development of training materials and provides training to staff in use of common ICT systems;
- In collaboration with Syria Country Office Logistics, controls ICT assets, maintains communications service contracts, In collaboration with Middle East Regional Office ICT, supports document management, and access control in O365.
- Works with Syria Country Office staff to create new services or products by collecting requirements, process mapping, and other documentation exercises.
- In collaboration with Middle East Regional Office, assists in the development of formal documentation, performs user acceptance testing, and provides training to Syria Country Office and Area Office staff on new ICT solutions.
- Supports knowledge management infrastructure and documents that related to ICT products and services.
- Focal point for Syria Country Office and Area Office staff to engage with ICT for new ideas, innovations, points of integration with ICT4D and other initiatives.
- In the absence of the Syria Country Office ICT Operations Technical Officer acts as ICT Focal Point for the Syria Country Office;
- Performs other related duties as required or assigned by the supervisor

Qualifications

- Bachelor's Degree in Computer Science, Electronics Engineering, or related field
- At least 2 years of experience in ICT support, preferable in humanitarian context
- Strong technical skills and ability to diagnose and troubleshoot software and hardware malfunctions
- Fluency in English and Arabic both written and verbal
- Strong communication skills, written and oral, be able to communicate effectively, produce reports, and present solutions
- Flexibility to different demands

We can offer

- Contract period: Up to one year, renewable based on NRC fund and performance.
- Salary/benefits: According to NRC's salary scale and terms and conditions

To apply for this position please follow the link:

https://23109900.webcruiter.no/Main/Recruit/Public/4159060732?link_source_id=0