

DEADLINE: 09 November 2025

TYPE OF CONTRACT/DURATION : DAILY WORKER CONTRACT / 15 DAYS

NO OF REQUIRED EMPLOYEES : 1

SALARY: AS PREMIERE URGENCE INTERNATIONALE (PUI) SYRIA MISSION SALARY SCALE

BASED: DAMASCUS

ABOUT PUI IN SYRIA

The current operational strategy for Premiere Urgence Internationale (PUI) in Syria is to alleviate the human suffering of the Syrian people in Syria by delivering sound, needs-based humanitarian assistance, while promoting a life-sustaining response. PUI's positioning on, shelter, education, livelihoods, and WaSH sectors remain a priority.

Based on ten years of experience conducting humanitarian operations in Syria, supporting Iraqi refugees and lately Syrians affected by the crisis, PUI has played an important role in responding to the needs of the population within nine governorates (Aleppo, Damascus, Rural Damascus, Homs, Hama, Tartous, Latakia & Deraa) and through the following interventions:

- Rehabilitation of collective and private shelters
- Rehabilitation of infrastructure
- Emergency and Early Recovery WASH interventions
- Education support for conflict-affected populations (remedial classes, school rehabilitation, free exam preparations, summer class activities, community based initiatives and psycho social support),
- Enhancement of the Population of Syria self-reliance through livelihoods (vocational training course, provision of a professional tool kit ((PTK))

RESPONSIBILITIES AND TASKS

- Carry out system maintenance tasks, such as performing monitoring tasks, running system diagnostics, and system optimization, to ensure they are running effectively and enable easy and efficient use.
- Provide technical support to end-users via phone, email, or in-person.
- Diagnoses and resolve hardware, software, and network-related issues
- Use remote access tools to diagnose and troubleshoot, to support remote workers.
- Install, configure, and maintain Laptops, printers, and common peripherals.
- Support operating systems (Windows and software applications).
- Create, modify, and deactivate user accounts; reset passwords; manage permissions and access in line with security policies.

- Enforce security best practices, perform basic security housekeeping (updates, patches, antivirus status), and monitor for potential threats.
- Maintain an accurate inventory of hardware and software licenses, track asset lifecycle and disposal per policy.
- Manage day to day running IT systems at the Damascus office as well as at the field offices when required
- Support the installation / updates of antivirus, software, hardware of the IT equipment in all bases as per the IT officer instructions
- Provides the direct supervisor with reports in relation to:
 - 1) Scheduled maintenance.
 - 2) Problems encountered,
 - 3) Provides suggestions for improvement.

The tasks and responsibilities defined in this job description are not exhaustive and can evolve depending on the project needs. The employee could be requested to perform other tasks as his/her Line Manager may judge necessary.

REQUIERED SKILLS

Language skills:

- Good Level of English language

Computer Skills:

- Excellent Computer skills, MS Office application and internet and security software

Technical skills:

- Proficiency with operating systems, Windows 10/11, including upgrade and compatibility, and Office 365.
- Software installation, configuration, and troubleshooting.
- Printer and peripheral setup and support.
- Basic networking knowledge.

Experience and Skills

- Prior help desk or desktop support experience is preferred.
- Excellent communication and problem-solving skills.
- ability to work under pressure and prioritize multiple tasks.

Other required skills

- Excellent interpersonal and communication skills with strong organizational abilities.
- Strong capacities in the organization of training.
- Ability to set priorities and manage time effectively
- Ability to work both independently and as an effective team member
- Ability to take initiatives.

Dear Applicant,

To apply for this Vacancy,

Please copy below link and fill the PUI Syria application form.

[PUI SYRIA- APPLICATION FORM- IT SUPPORT BASED IN DAMASCUS - APPLICATION LINK](#)

If the link above dose not work by clicking on it, please copy and paste it in the browser address bar.

APPLICATIONS WILL BE REVIEWED ON A ROLLING BASIS AND POSITION CAN BE CLOSED EARLIER THAN DEADLINE, FOR THIS REASON, INTERESTED CANDIDATES ARE ASKED TO SUBMIT THEIR APPLICATION AS SOON AS POSSIBLE.

We strongly encourage qualified female candidates to submit applications for the position.

PUI is an Equal Opportunity Employer that values diversity and fosters a culture of inclusiveness. Applications are encouraged from women, candidates, and people with disabilities