



IT Operations Assistant (SC5) (Qamishly, Deir Ezzour) VA001-2026

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📍 Al Qamishli, Syria, The Arab Republic O
Deir-ez-Zor, Syria, The Arab Republic O

🕒 Posted Today

📄 JR119594

DEADLINE FOR APPLICATIONS

27 January 2026-23:59:59 GMT+03:00 Eastern European Time (Damascus)

WFP celebrates and embraces diversity. It is committed to the principle of equal employment opportunity for all its employees and encourages qualified candidates to apply irrespective of race, colour, national origin, ethnic or social background, genetic information, gender, gender identity and/or expression, sexual orientation, religion or belief, HIV status or disability.

ABOUT WFP

The World Food Programme is the world's largest humanitarian organization saving lives in emergencies and using food assistance to build a pathway to peace, stability and prosperity, for people recovering from conflict, disasters and the impact of climate change.

At WFP, people are at the heart of everything we do and the vision of the future WFP workforce is one of diverse, committed, skilled, and high performing teams, selected on merit, operating in a healthy and inclusive work environment, living WFP's values (Integrity, Collaboration, Commitment, Humanity, and Inclusion) and working with partners to save and change the lives of those WFP serves.

To learn more about WFP, visit our website: <https://www.wfp.org> and follow us on social media to keep up with our latest news: [YouTube](#), [LinkedIn](#), [Instagram](#), [Facebook](#), [Twitter](#), [TikTok](#).

WHY JOIN WFP?

- WFP is a 2020 Nobel Peace Prize Laureate.
- WFP offers a highly inclusive, diverse, and multicultural working environment.
- WFP invests in the personal & professional development of its employees through a range of training, accreditation, coaching, mentorship, and other programs as well as through internal mobility opportunities.
- A career path in WFP provides an exciting opportunity to work across the various country, regional and global offices around the world, and with passionate colleagues who work tirelessly to ensure that effective humanitarian assistance reaches millions of people across the globe.
- We offer an attractive compensation package (please refer to the **Terms and Conditions** section of this vacancy announcement).

BACKGROUND AND PURPOSE OF THE ASSIGNMENT:

As Syria navigates a new chapter marked by historic opportunities and enduring challenges, the scale of humanitarian needs remains overwhelming. Today, more than 70 percent of Syria's population continues to depend on some form of humanitarian assistance. Over half of the population is grappling with food insecurity, with nearly 3 million people facing severe food insecurity. Around 7 million people remain displaced internally, while more than 4 million are refugees in neighbouring countries. Since December 2024, hundreds of thousands of refugees and internally displaced Syrians have begun returning to their areas of origin. Many more plan to return and will require vital support as they re-integrate.

The United Nations World Food Programme (WFP) is the largest humanitarian agency operating in Syria since 1964 and is uniquely positioned to support Syrian communities in their recovery through its expansive reach and scale. WFP's interventions prioritize emergency relief and resilience-building efforts focused on the most severely food insecure populations. Additionally, WFP is a key actor in the country's social protection sector also plays a vital role in strengthening Syria's social safety-net systems.

Operating under its 2022-2026 Interim Country Strategic Plan (iCSP), WFP addresses the growing food and nutrition needs, livelihood, resilience and early recovery, and reviving food systems, in close collaboration with the Syrian government, humanitarian and development stakeholders.

ORGANIZATIONAL CONTEXT

The IT Operations Assistant will work in the IT Unit and will provide technical support and advice to other units of WFP. The incumbent is expected to demonstrate responsibility and initiative to respond independently to queries with only general guidance. There is a requirement to use judgment in dealing with unforeseen problems daily.

CONTRACT DETAILS:

Contract Type: Service Contract (SC)

Duration: 12 months

Duty Stations: Qamishly & Deir Ezzour

Number of required employees: 2

KEY ACCOUNTABILITIES (not all-inclusive, nor exhaustive):

Within delegated authority, the IT Operations Associate will be responsible for the following duties:

1. Support the operation and maintenance of the connectivity systems (local ISP, VSAT, etc.) in WFP offices within their area.
2. Implement and test new hardware for improving and upgrading system performance: install any technology upgrades as required.
3. Carry out system and hardware maintenance tasks, such as running specialised network monitoring and system protection, to ensure technology is running effectively.
4. Monitor technology reliability, identify user needs, analyse data and produce accurate reports to recommend IT solutions to support informative decision-making.
5. Resolve queries independently, escalating if required, to ensure that standard IT questions are answered, and accurate information is provided to staff.
6. Provide standard technical training to end users of commonly used technology and systems, to assist WFP staff in conducting their work.
7. Support the co-ordination of new application implementation to provide WFP staff with the tools they need to perform effectively. Coordinate installation and maintenance of telecommunications systems and equipment, to ensure optimal services in compliance with standard operations procedures.
8. Assist in the preparation of materials and the delivery of trainings on automated business processes to ensure efficient and effective use of IT systems.
9. Collect and collate data, conduct basic analysis to support the development of accurate reports.
10. Provide first level technical support for beneficiary registrations, distributions, redemptions and reconciliations for all delivery mechanisms implemented through relevant platforms.
11. Manage alignment of IT service levels, related to platform incidents, with SLAs to strive high quality support services to Internal and External stakeholders on the full range of features and functionalities.
12. Conduct regular data quality checks, ensuring clarity, accuracy and consistency in support to Operations.
13. Actively participate in the planning and coordination activities, identify operational shortcomings and propose remedies or improvements in beneficiary registration as well as distributions
14. Participate in field visits to Cooperating partners distribution points when needed.

QUALIFICATIONS AND EXPERIENCE:

Education: Completion of secondary school education. A post-secondary certificate in the related functional area is desirable.

Experience: At least five years of relevant experiences in IT Infrastructures, IT Support, Telecommunication.

Knowledge and Skills:

- Good hands-on experience in computer networks and infrastructure.
- Good experience in Microsoft Windows systems
- Technical expertise in Server Hardware and Virtualization
- Good understanding of ITIL v4 framework.

Language: Fluency (Level C) in both oral and written communication in Arabic and English.

WFP LEADERSHIP FRAMEWORK

WFP Leadership Framework guides to the common standards of behavior that guide HOW we work together to accomplish our mission.

[**Click here to access WFP Leadership Framework**](#)

REASONABLE ACCOMMODATION

WFP is committed to supporting individuals with disabilities by providing reasonable accommodations throughout the recruitment process. If you require a reasonable accommodation, please contact:

global.inclusion@wfp.org

NO FEE DISCLAIMER

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REMINDERS BEFORE YOU SUBMIT YOUR APPLICATION

- All applications must be submitted exclusively through our online recruitment system. We do not accept CVs or spontaneous applications by email.
- If you experience challenges while submitting your online application, please contact us at global.hrerecruitment@wfp.org for technical support only.
- Please note that applications sent to this email address cannot be considered.
- We strongly recommend that your profile is accurate, complete, and includes your employment records, academic qualifications, language skills and UN Grade (if applicable).
- Once your profile is completed, please apply, and submit your application.
- Kindly note the only documents you will need to submit at this time are your CV and Cover Letter
- Additional documents such as passport, recommendation letters, academic certificates, etc. may potentially be requested at a future time
- Only shortlisted candidates will be notified

All employment decisions are made on the basis of organizational needs, job requirements, merit, and individual qualifications. WFP is committed to providing an inclusive work environment free of sexual exploitation and abuse, all forms of discrimination, any kind of harassment, sexual harassment, and abuse of authority. Therefore, all selected candidates will undergo rigorous reference and background checks.

No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.