

Médecins Sans Frontières (MSF-CH)

JOB VACANCY – INFORMATION SYSTEMS SPECIALIST

Médecins Sans Frontières (MSF) is an international, humanitarian, non-governmental organisation providing assistance to people in need as a result of natural and man-made disasters, irrespective of race, religion, ideology or politics.

MSF-CH is currently seeking to employ a qualified candidate for the following position with initial **3 months Service Agreement, renewable**.

- **Position:** Information Systems Specialist
- **Location:** Damascus/Syria, with possible field support in project locations

Scope of responsibilities:

Plan, coordinate, and independently manage the implementation, maintenance, and support of all IT and Telecom systems across the mission. This includes providing technical support and training to users and logistics staff, in line with MSF standards and under the supervision of the Logistics Coordinator.

Main tasks:

- **IT and Telecom Management:**
 - Oversee all IT and Telecom equipment, services, and tools across the mission.
 - Ensure alignment with MSF policies and adapt procedures to mission needs.
 - Track and manage assets using appropriate software; conduct quarterly inventories nationwide.
 - Plan and monitor IT infrastructure installations in the capital and project sites.
- **Support and Technical expertise:**
 - Provide high-level technical support to users and logistics teams.
 - Train and onboard staff (especially new national staff) on IT tools (e.g., SharePoint, OneDrive).
 - Conduct regular field visits to ensure systems are functional and compliant with standards.
- **Team supervision and Collaboration:**
 - Lead and support ICT Supervisors; participate in recruitment with HR and HQ.
 - Delegate tasks effectively and provide training as needed.
 - Collaborate with the Logistics Coordinator and HQ technical referents for advanced support.
- **Procurement and Budgeting:**
 - Assist in preparing the IT and Telecom annual budget.
 - Provide technical input for local purchases and tenders, including evaluating telecom providers (e.g., SIM card contracts).
- **Security and Documentation:**
 - Implement and monitor data security measures (backups, firewalls, access control).
 - Maintain updated documentation of systems, users, and changes to infrastructure.
 - Report on technical progress and issues at the coordination level.

Recruitment criteria

Education:

- University degree or technical school diploma is essential
- Certification in network or server administration is desirable

Experience:

- Preferably 5 years of proven experience in IT or technical functions

Languages:

- Proficiency in English and Arabic (both written and spoken) is essential

Competencies:

- Expertise in latest version of Microsoft Operating System and business applications (Office365)
- Understanding of Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V)
- Good knowledge in Network Administration (LAN, VLAN, network policies and protocols)
- Good knowledge of computer's hardware and maintenance process, IT security best practices and IT service management tools (ITSM)
- Good knowledge of computer's hardware and maintenance process, IT security best practices and IT service management tools (ITSM)

- Teaching and supporting skills
- Results and Quality Orientation
- Teamwork and Cooperation
- Behavioral Flexibility
- Commitment to MSF Principles
- Stress Management

How to Apply:

Syrian candidates who meet the above criteria are invited to apply through the below link using a computer or a smartphone.

<https://forms.gle/Cw6FzTYmsiBBCMa47>

The deadline is no later than 07/09/2025 (COB)

Only short-listed candidates will be contacted.

At MSF, we are committed to an inclusive culture that encourages and supports the diverse voices of our staff members. We strive to create workplaces where teams of people with diverse backgrounds, characteristics, perspectives, ideas, and experiences work together for the social mission of MSF to create better outcomes for the patients and the communities we work with.

We welcome applications from individuals of all genders, ages, sexual orientations, ethnicities, background, religions, beliefs, ability status, and all other diversity characteristics.

MSF does not tolerate sexual exploitation and abuse, any kind of discrimination or harassment, including sexual harassment. All selected candidates will, therefore, undergo reference checks.

Candidates are encouraged to apply early, as applications may be screened prior to the vacancy deadline.

The protection of your personal data is important to MSF. By submitting your application, you consent to MSF using your data only for the recruitment process to have all the information and documents necessary to proceed with the recruitment, validation of your application and selection *of the most suitable candidate*. *Your data will be treated confidentially. Only people part of the recruitment process has access to your data. MSF does not sell your data under any circumstances.*

No monetary transactions, non-monetary benefits, favours of any kind, or other forms of favouritism will be tolerated in the recruitment process.

MSF reserves the right to refuse to hire a candidate who has benefited from such acts.

Plagiarism (particularly copying and pasting sources without citing them) as well as the use of artificial intelligence to assist in researching and formulating responses to this assessment is strictly prohibited and will result in your exclusion from the selection process.