



Job advertisement No. VA051/2021

About WFP

The United Nations World Food Programme is the **world's largest humanitarian agency** fighting hunger worldwide and the **2020 Nobel Peace Prize Laureate**. The mission of WFP is to help the world achieve Zero Hunger in our lifetimes.

Why join WFP Somalia?

In Somalia, the World Food Programme provides food assistance for nutrition, livelihoods, and relief through the hard work of more than **500 employees** who contribute to make **Somalia hunger free** in close partnership with local partners.

Job title	IT Operations Associate
Contract type/grade	Fixed Term (G-6)
Duty station	Mogadishu, Somalia
Contract duration	1 year (initial)
Date of issue	13 th October 2021
Closing date	26 th October 2021



**THIS POSITION IS OPEN TO QUALIFIED SOMALI CANDIDATES
FEMALE CANDIDATES ARE ESPECIALLY ENCOURAGED TO APPLY**



What will you do?

- Carry out system and hardware maintenance tasks, such as running specialized network monitoring and system protection, to ensure technology is running effectively;
- Monitor technology reliability, identify user needs, analyze data and produce accurate reports;
- Provide standard technical training to end users of commonly used technology and systems;
- Provide guidance and training to junior colleagues in the delivery of IT support services to support the capability building of staff;
- Support the co-ordination of new application implementation to provide WFP staff with the IT tools they need to perform effectively;
- Draft standard material such as end-user and technical documentation to ensure staff have access to required information about IT services and products;

- Implement improvements to methods and processes within the IT division to support the continuous improvement of IT services provided;
- Coordinate installation and maintenance of telecommunications systems and equipment, to ensure optimal services in compliance with standard operations procedures;
- Follow set emergency response processes and procedures as required to provide support in enabling emergency food assistance needs to be met

Do you meet the minimum requirements?

- Completion of secondary school education. A post-secondary certificate in Information and Communication Technology supplemented with training in Server, Networking, Security, Telecommunication and IT Governance..
- Five years of progressively responsible work experience in IT, telecommunications and information management such as WAN/LAN networking, Server, and operating systems administration.
- Experience in VSAT, telephony, wired/wireless installations,
- Experience in client support such as Help Desk or user support and telephone maintenance service would be an added advantage.
- Fluency in both oral and written communication in English and Somali is a requirement.

Are you competent for this job? Do you have

- Excellent interpersonal and problem-solving skills
- Efficiency and Time-Management
- Good communication skills
- Ability to offer guidance or basic on-the-job training to more junior staff
- Team supervision skills

Interested and qualified candidates are requested to submit online applications **through E-Recruitment** using the link below

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=151164&company=C0000168410P>




For this vacancy priority consideration will be given to qualified internal candidates.

**Applications that do not meet the above requirements will be disregarded.
Only shortlisted candidates will be contacted.**

WFP seeks applicants of the highest integrity and professionalism who share our humanitarian principles. WFP is an equal opportunity employer, and we are committed to promoting diversity and gender balance.

Selection of candidates is made on a competitive basis.

 @WFPSomalia
 @WorldFoodProgramme Somalia