



SAVING  
LIVES  
CHANGING  
LIVES

#### 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 **608 employees** who contribute towards making Somalia hunger free in close partnership with local partners.

## Vacancy Announcement No- JR110218 JOB TITLE: IT OPERATIONS ASSOCIATE

**Contract Type/Grade:** Fixed – Term, G6

**Duty Station:** Doolow

**Contract Duration:** 1 year (Initial)

**Date of Issue:** February 17, 2025. | **Closing Date:** March 03, 2025.

#### KEY ACCOUNTABILITIES (not all-inclusive, within delegated authority):

- 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, analyse data and produce accurate reports in order to recommend IT solutions to support informative decision-making.
- Resolve queries independently, escalating if required, to ensure that standard IT questions are answered, and accurate information is provided to staff.
- Provide standard technical training to end users of commonly used technology and systems, in order to assist WFP staff in conducting their work.
- 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 in order to provide WFP staff with the 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 in order 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.
- Coordinate a team of IT staff to ensure individual and team objectives are met in compliance with all relevant regulations and policies.
- Follow set emergency response processes and procedures as required to provide support in enabling emergency food assistance needs to be met.
- Provide support to the SCOPE IT team at the field office as required.
- Tracking and recording of IT assets at the field office in close overall collaboration with the Mogadishu Area Office team.

## QUALIFICATIONS, EXPERIENCE AND SKILLS REQUIRED

**Education:** Completion of secondary school certificate **OR** a university degree (Diploma/Bachelor) in Information and Communication Technology or related fields. Certifications in Server, Networking, Security, and IT Governance is an added advantage.

**Experience:** At least **six (6) years of experience** with a **secondary school certificate** OR University degree (Diploma/Bachelor's) with a **minimum of two (2) or more years of experience** in IT-related fields.

**Language:** Fluent knowledge (proficiency/level C) of English and Somali language.

### Other Knowledge and Skills Required:

- Knowledge of work routines and methods to complete processes under minimal supervision.
- Uses tact and courtesy to give and receive information with a wide range of individuals.
- Ability to identify and rectify data discrepancies and resolve operational problems independently.
- Ability to offer guidance or basic on-the-job training to junior staff.
- Ability to review data, identify discrepancies, and adjust as needed.
- Ability to obtain or provide factual information of a non-routine nature, requiring clear expression.
- Ability to handle detailed and confidential work systematically, effectively, and accurately.
- Ability to work in a team environment and coordinate assignments to achieve common goals.
- Ability to deal patiently and tactfully with people from different national and cultural backgrounds.

**This position is open for qualified Somali candidates. Female candidates are highly encouraged to apply. WFP offers female friendly spaces in the workplace.**

Interested and qualified candidates are requested to submit online applications **through Workday** using the link below:

- **External Applicants:** [Click here!](#)
- **Internal Applicants:** [Click here!](#)



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.

**WFP does not charge any application fees to candidates.**



@WFPSomalia