

MSF FRANCE

SERVICE PROVIDER RECRUITMENT

Information and Communications Technology Supervision Services

Médecins Sans Frontières (MSF) is an international, independent medical humanitarian organization that provides medical assistance to people affected by conflict, epidemics, disasters, or exclusion from healthcare. MSF teams are made up of professionals working in health and medical care, logistics, administration, communications, skilled trades – all bound together by the MSF charter and serving people in need. MSF actions are guided by medical ethics and the principles of impartiality, independence, and neutrality.

Place of Work	Atmeh, Idlib, Syria
Type of Contract	Service Agreement
Duration	3 months, renewable
Need	Up to 45 hours/ week
Start Date	ASAP

WOMEN ARE STRONGLY ENCOURAGED TO APPLY

Main Purpose of the services:

Maintenance, follow-up and monitoring of IT and Telecom equipment, tools and services, as well as ensuring onsite technical support and training of users in accordance with MSF standards, policies, protocols and procedures, in order to guarantee the efficient use of all IT and Telecom services and infrastructure.

- Monitoring, maintaining and following up on all Information Technology (IT) and Telecom equipment, tools and services in the mission, in accordance with MSF standards, policies, protocols and procedures;
- Supervising, implementing and improving data security protocols (data saving, firewall, User Access right, backup, security for equipment and software, etc.) to ensure data security, availability, and immediate operational recovery and continuity in case of emergency;
- Providing technical support and presenting MSF standards, policies, protocols and procedures to all users. Providing advanced technical support to logistics experts dealing with IT and Telecom systems. When needed, liaise with the Information Systems (IS) Specialist and/or HQ Technical Referent for 2nd line support, as well as with external providers, to ensure any incidents or problems that cannot be solved at his/her level are appropriately escalated;
- Providing educational support (briefing, training and support, etc.) to all users. Providing advanced educational support (briefing, training and support, etc.) to logistics experts dealing with IT and Telecom systems;
- Providing regular activity reports for the sites under his/her responsibility in accordance with MSF guidelines. Updating and archiving all users and ICT related documentation due to changes in the IT and Telecom infrastructures;
- Participating in the establishment of the annual budget of the IT and Telecom families. Providing technical expertise in the local purchase process;
- Ensuring proper registration, inventory tracking, and monthly monitoring of IT and communication equipment;
- Overseeing service contracts for internet and mobile phone services, ensuring timely payment of monthly bills;
- Performing monthly checks and testing of communication devices in accordance with security protocols;
- Briefing users on ICT policies, best practices, and communication device usage;
- Ensuring accuracy and regular updates of the contact list in collaboration with the HR team;
- Flexibility to travel and provide support locally in various project locations;
- Hands-on capability to implement new installations.

MSF does not charge a fee for any applications received – Only short-listed candidates will be contacted.

Requirements

Education	<ul style="list-style-type: none">• Essential secondary education• Essential IT degree/Diploma and technical training• Certifications in the domain would be an asset
Experience	<ul style="list-style-type: none">• Preferably 1-2 years of proven experience in IT or technical functions
Language	<ul style="list-style-type: none">• Arabic & English are essential
Knowledge	<ul style="list-style-type: none">• Expertise in latest version of Microsoft Operating System and business applications (Office365)• Good knowledge of computer hardware and maintenance processes, network theory and their respective protocols, main email systems, IT security best practices and IT service management tools (ITSM)• Understanding in Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V)• Understanding of radio telecommunication concepts (HF, VHF, GSM, Satellite)• Teaching and supporting skills

How to apply:

Scan the QR code or click the link below and fill the form (in English only) for your application to be considered:

<https://forms.gle/5bYkF1roByhA9uaf7>



Only shortlisted candidates will be contacted through their email address.

CLOSING DATE 17 July 2025 (END OF DAY)

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