

TYPE OF CONTRACT/DURATION : EMPLOYMENT CONTRACT

NO OF REQUIRED EMPLOYEES : 1

SALARY: AS PREMIERE URGENCE INTERNATIONALE (PUI) SYRIA MISSION SALARY SCALE
BASED: DAMASCUS

ABOUT PUI IN SYRIA

The current operational strategy for Premiere Urgence Internationale (PUI) in Syria is to alleviate the human suffering of the Syrian people in Syria by delivering sound, needs-based humanitarian assistance, while promoting a life-sustaining response. PUI's positioning on, shelter, education, livelihoods, and WaSH sectors remain a priority.

Based on ten years of experience conducting humanitarian operations in Syria, supporting Iraqi refugees and lately Syrians affected by the crisis, PUI has played an important role in responding to the needs of the population within nine governorates (Aleppo, Damascus, Rural Damascus, Homs, Hama, Tartous, Lattakia & Deraa) and through the following interventions:

- Rehabilitation of collective and private shelters
- Rehabilitation of infrastructure
- Emergency and Early Recovery WASH interventions
- Education support for conflict-affected populations (remedial classes, school rehabilitation, free exam preparations, summer class activities, community based initiatives and psycho social support),
- Enhancement of the Population of Syria self-reliance through livelihoods (vocational training course, provision of a professional tool kit ((PTK))

GENERAL OBJECTIVE

The IT Assistant provides general support to the IT officer in all matters related to the IT Field with the aim to optimize the effective usage of PUI IT equipment. . The IT Assistant supports as well with the handling of the complete IT inventory for PUI in Syria mission..

RESPONSIBILITIES AND TASKS

1- Managing IT equipment and the network

- Perform routine system maintenance tasks including monitoring, diagnostics, system optimization, backups, disk cleanup, and overall performance improvements.
- Install hardware and software, manage and Configure peripherals such as printers, routers, and scanners.
- Provide daily technical support and troubleshooting for computer and network users.
- Ensure proper maintenance of IT equipment through configuration, repairs, and secure storage in accordance with data security and access control policies.
- Support the installation and regular updates of operating systems, antivirus software, and other IT applications according to the instructions of the IT Officer.
- Assist in maintaining internet connectivity and networking equipment across all bases when required.
- Good knowledge of the local market and the ability to provide technical guidance to the procurement team when selecting IT suppliers, equipment, and services.
- Support the management of IT inventory and stock, including storage, distribution, and periodic inventory checks.
- Contribute to the development and customization of IT policies, procedures, and IT equipment management guidelines for the Syria Mission under the supervision of the IT Officer
- Support in customizing an IT Policy for PUI Syrian Mission: procedures, and equipment management, etc., with the approval of his supervisor

2- User Support and Training:

- Support his supervisor with the design and organization of trainings directed to staff in basic IT issues (Office pack, backup, antivirus scan, use of e-mail/outlook...)
- Deliver basic IT training sessions for staff members.
- Support the design and organization of training programs covering topics such as:
 - Office 365 tools (Outlook, Teams, OneDrive, SharePoint).
 - Email management and communication tools.
 - Data backup procedures.
 - Antivirus usage and cybersecurity awareness.

3- Reporting and Documentation:

- Prepare and submit regular reports to the direct supervisor, including:
 - Scheduled maintenance activities
 - Backup operations
 - Technical issues encountered and solutions implemented
 - Inventories and stock management updates,
 - Recommendations and suggestions for system improvements.
 - Maintain proper documentation of IT systems, equipment, and procedures.

The tasks and responsibilities defined in this job description are not exhaustive and can evolve depending on the project needs. The employee could be requested to perform other tasks as his/her Line Manager may judge necessary.

Qualification & REQUIRED SKILLS**Language skills:**

- Good Level of English language

Computer and Technical Skills:

- IT maintenance and support management.
- Advanced experience with Office 365 (Outlook, Teams, SharePoint, OneDrive, and cloud collaboration tools).
- Hardware and software troubleshooting
- Network and internet configuration.
- Data backup and system security.
- Problem-solving and technical analysis.
- Security and antivirus software.

Experience and Skills

- **Minimum TWO years of progressively responsible experience in IT support or IT administration.**
- Previous experience working with NGOs is preferred

Other required skills

- Excellent interpersonal and communication skills with strong organizational abilities.
- Strong capacities in the organization of trainings.
- Ability to set priorities and manage time effectively
- Ability to work both independently and as an effective team member
- Ability to take initiatives.

JOB TITLE – IT ASSISTANT BASED IN DAMASCUS

- *Dear Applicant,*
- To apply for this Vacancy, please click on the below link:

<https://docs.google.com/forms/d/e/1FAIpQLSd0VDTQpPLjc7fxmOWrw78Qfl9gDPCqZHS2EcpSuttLPmRFXQ/viewform?usp=dialog>
- *(If the link above dose not work by clicking on it, please copy and paste it in the browser address bar).*
- APPLICATIONS WILL BE REVIEWED ON A ROLLING BASIS AND POSITION CAN BE CLOSED EARLIER THAN DEADLINE, FOR THIS REASON, INTERESTED CANDIDATES ARE ASKED TO SUBMIT THEIR APPLICATION AS SOON AS POSSIBLE.