

Job Vacancy Announcement
(Internally and Externally)

ICT Supervisor – MSF

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters, and exclusion from healthcare. MSF offers assistance to people based on need, irrespective of race, religion, gender, or political affiliation.

Job Family	Logistics and Supply
Place of Work	Damascus, Syria
Level	6
Contract of Employment	Service Agreement for 3 months, Renewable

Objectives of the position:

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

Accountabilities

- 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 user and ICT (Information and Communications Technology) 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 his/her technical expertise in the local purchase process;
- Planning, preparing and reporting the visits to the site(s) under his/her responsibility to ensure the preceding points;

***We are an equal opportunity employer, we do not charge a fee for any applications received.
Only short-listed candidates will be contacted.***

- Performing any other task, specific to his/her area of specialty, as defined in his/her job description and according to the line manager.
- Ensure proper registration, inventory tracking, and monthly monitoring of ICT and communication equipment.
- Oversee service contracts for internet and mobile phone services, ensuring timely payment of monthly bills.
- Perform monthly checks and testing of communication devices in accordance with security protocols.
- Brief new staff on ICT policies, best practices, and communication device usage.
- Ensure the accuracy and regular updates of the contact list in collaboration with the HR team.
- Flexibility to travel and provide support locally at project locations.
- Hands-on capability to implement new instalations.
- Performing any other task, specific to his/her area of specialty, as defined in his/her job description and according to the line manager.

MSF Section/Context Specific Accountabilities

- Oversee service contracts for internet and mobile phone services, ensuring timely payment of monthly bills.
- Perform monthly checks and testing of communication devices in accordance with security protocols.
- Participate in policy development
- Brief new staff on ICT policies, best practices, and communication device usage.
- Manage Sync tool
- Ensure the accuracy and regular updates of the contact list in collaboration with the HR team.
- Flexibility to travel and provide support locally at project locations.
- Hands-on capability to implement new instalations.
- Provide guidance and training for the MSF Sharpoint use.
- Implement and configure Cyber Kits
- Provide support in all MSF tools and platform.
- Inventory management
- Preparation of new equipment for teams and request accounts when necessary
- Ensure Intune is installed on all devices
- Ensure FIMT kits are tested monthly in all locations
- Ensure GPS systems are in working order
- Contracting and mainatin a contract overview
- Implement infrastructiure as per MSF standards

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<u>Requirements</u>	
Education	<ul style="list-style-type: none"> • Essential university degree in IT or Computer Engineering
Experience	<ul style="list-style-type: none"> • Essential two years of previous experience in IT
Language	<ul style="list-style-type: none"> • English language essential. Local language desirable
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:

“Important to scan the QR code or click the link below and fill the form for your application to be considered.”



<https://forms.office.com/e/Fr2Jz3cjXD>

Only shortlisted candidates will be contacted through their email address.

Opening Date: 19/6/2025

Deadline of Application: **22/6/2025**

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