



JOB VACANCY ANNOUNCEMENT- MSF OCB

Job Title	INFORMATION SYSTEMS SPECIALIST
Employer	Médecins Sans Frontières - Belgium
Duty Station	Damascus
Deadline for applications	10 th April 2025
Contract status	Service Agreement for 3 months, Possible Renewable
Type of contract	Full time
Start Date	May 2025

Introduction about MSF:

Médecins Sans Frontières (MSF) / أطباء بل حدود is an international, independent, medical humanitarian organization that delivers emergency aid to people in 70 countries who are 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 and our actions are guided by medical ethics and the principles of neutrality and impartiality.

We offer basic healthcare, perform surgery, fight epidemics, rehabilitate and run hospitals and clinics, carry out vaccination campaigns, operate nutrition centers, and provide mental healthcare. Our activities include the treatment of injuries and disease, maternal care and the provision of humanitarian aid. Where necessary, we set up sanitation systems, supply safe drinking water, and distribute relief to assist survival.

Check the links:

[Médecins Sans Frontières أطباء بل حدود](#)

[Médecins Sans Frontières T-shirt م: قف أطباء بل حدود - م](#)

Main Objective of the position:

Planning, coordinating, and ensuring the autonomous implementation, 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 and Logistic experts in the mission, in accordance with MSF standards, policies and protocols, in order to guarantee the efficient use of all IT and Telecom services and infrastructure. Providing an appropriate high-level technical support to his/her Logistics Coordinator.

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, as well as actual and future needs;
- Adapting and ensuring compliance of general IT and Telecom policies, guidelines, and documents in order to meet mission's specific needs, as well as ensuring their implementation to enable the development of the mission in perfect working conditions upon validation from the Logistics Coordinator;



- Preparing and collaborating in the establishment of the annual budget of the IT and Telecom families. Providing his/her technical expertise in the local purchase process. Preparing all technical content related to national tenders for IT and Telecom deployment and participating in the selection;
- Supervising, implementing and improving data security protocols (data saving, firewall, user access right, backup, equipment and software security, etc.) to ensure data security, availability, and immediate operational recovery and continuity in case of emergency [in case ICT (Information and Communications Technology) Supervisor(s) is/are not present in the project/mission];
- Supervising, leading and delegating tasks to the ICT Supervisor(s). Participating in the recruitment process with the support of the HR Department, the Logistics Coordinator and the HQ Technical Referent(s);
- 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 HQ Technical Referent(s) for 2nd line support, as well as with external providers, to ensure any incidents or problems that cannot be solved at the mission 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;
- Following up, participating in regular reports at coordination level in accordance with MSF guidelines and reporting on the work's progress and on all IT and Telecom technical aspects of the work. Updating and archiving all user and ICT related documentation due to changes in the IT and Telecom infrastructures;
- Planning, preparing and reporting the visits to the site(s) under his/her responsibility to ensure the preceding points;
- Performing any other tasks 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:

- Mission Focal point for the assets management tool TMS (Track my stuffy), to ensure the tool is implemented in all projects and bar codes scanning is done at least twice per year for all assets
- Mission Focal point for implementation and use of Digital Desk, able to provide guidance sessions for its use to all users
- Planning the network infrastructure and creating detailed wired and WiFi layout diagrams for new office setups.

Education	<ul style="list-style-type: none">• Essential university or technical school diploma. Certification in network or server administration would be an asset.
Experience	<ul style="list-style-type: none">• Preferably 5 years of proven experience in IT or technical functions• Emergency experience• Minimum 2 years' experience, desirable in the humanitarian sector
Languages	<ul style="list-style-type: none">• Preferably B1-B2 English, Arabic essential.
Knowledge	<ul style="list-style-type: none">• Expertise in latest version of Microsoft Operating System and business applications (Office365)• Understanding of Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V)• Good knowledge in Network Administration (LAN, VLAN, network policies and protocols)• Good knowledge of computer's hardware and maintenance process, IT security best practices and IT service management tools (ITSM)• Understanding of radio telecommunication concept (HF, VHF, GSM, satellite)• Teaching and supporting skills
Competencies	<ul style="list-style-type: none">• People Management• Commitment• Flexibility• Results• Teamwork



Application process:

In order to apply for this position please send your application via following email (msfocb-syria-jobs@msf.org), Write the Subject Line **INFORMATION SYSTEMS SPECIALIST** .Please sent us your **CV, together with a motivation letter and all relevant work and education certificates**, without supporting documents the application will be not accepted.

Only Shortlisted Candidates will be contacted.
MSF have the right to extend or shorter the vacancy deadline.

DEADLINE FOR SUBMITTING THE APPLICATION: 10th April 2025

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