GLOBAL EMERGENCY GROUP

ICT and Office Support Officer - GORS

Closing date 4 Dec 2026

Location: Kisangani, Tshopo Province with some travel within or to other provinces as necessary

Length of contract: 3 months with possibility of extension

Background

Global Outbreak Response Support (GORS) delivered by Global Emergency Group, Inc. (GEG), under a cooperative agreement with the U.S. Department of State's Bureau of Global Health Security and Diplomacy (GHSD), provides rapid activation, surge response, and transition support enabling countries to detect, contain, and recover from infectious disease outbreaks. GEG leads GORS as the prime recipient, building on its ongoing role as Field Programs Support lead for Team Credence on the Humanitarian Assistance Support Contract (HASC). Founded in 2007, GEG delivers GORS through a global network of regional response hubs, a pre-vetted surge roster, and embedded in-country teams that mobilize within hours of an authorized outbreak response.

Reporting/Communication Lines

Under the supervision of the GORS Logistics Lead for work planning, execution, and performance, the ICT and Office Support Officer is in charge of preparing, administrating and managing the Assets for GORS program, and ensuring the request for travel procedures are followed (UNHAS flight booking, Hotel reservations, etc..) and travelers area informed of the different bookings on time.

Scope of Work

Position Description

The ICT and Office Support Officer is responsible for preparing, administering, and managing the assets of the GORS program, and for ensuring that ICT equipment (laptops, printers, Starlinks, mobile phones, etc.) and security equipment (satellite phones, tracking devices, etc.) are maintained in optimal condition. The ICT and Office Support Officer will also manage travel requests, ensuring that UNHAS flights are booked on time, hotel reservations are made, and travelers are informed of their bookings or any changes immediately.

The ICT and Office Support Officer will:

Asset management and tracking

- Maintain the asset list, ensuring that handover documents are completed and signed before assets are handed over to users, and that assets are returned in good, operational condition.
- Maintain a calendar to check the presence of assets, either personally or with the help of other Logistics staff as necessary (photo of the asset and photo of the serial number).

- Report to the Logistics Lead on the asset list weekly, and immediately for any misuse or discrepancy.

ICT

- Prepare new computers with the required software and user accounts, and clean and reset returned computers so they are ready for the next user.
- Be the GORS in-country focal point for ICT questions and for computer and information technology equipment at district level.
- Liaise with GEG ICT and HR to support requests such as email account creation and other organizational ICT questions.
- Maintain a record of Starlink equipment usage to ensure optimal use of the monthly data packages.
- Maintain the access to the internet, the Wi-Fi and wired network in working order.

Security Equipment

- In collaboration with the Security Team, ensure that Starlink, satellite phones and GPS trackers are cleaned and maintained in operational condition so that they are ready for use at any time.
- At the end of a field mission, print the call and data reports and report any misuse of the data and airtime packages.

Office

- Keep printers functioning and cartridges in stock, tracking cartridge usage.
- Maintain Office stationaries in stock and deliver stationaries request using a logbook

Travel requests

- Receive travel requests and resolve any questions before processing them.
- Manage the UNHAS booking system for in-country flights, ensuring flights are booked as soon as possible, reporting any issues back to the requester, and proposing solutions.
- Manage hotel reservations for travelers.
- Always maintain the travel request for each traveler with up-to-date information.

Required Position Qualifications

- At least 2 years of ICT experience, in humanitarian program or private sector.
- Demonstrated capacity to organize his/herself
- Demonstrated knowledge on how to work with a range of ICT equipment and other technological communication and security devices.
- Ability to work in a difficult environment and work under pressure.
- Fluent communication in French, English is an asset.
- Ability to use Excel and word as an advance user, designing complex excel sheet

Competencies/Performance Criteria

- Adherence to and promotion of the GEG Way.

Travels

The ICT and Office Support Officer may travel within the province and to other provinces in the Eastern region of the DRC for an agreed period according to operational needs, when required.

Working Conditions

The ICT and Office Support Officer will work from Kisangani. Working hours will be scheduled within the contracted 40-hour weekly allocation, with hours aligned to DRC GORS operations. Emergency support will follow agreed activation and backup arrangements. The Fleet Officer adheres to GEG security management directives and policies.

About Global Emergency Group

Founded in 2007, GEG is a benefit corporation that supports vulnerable people affected by crisis in more than 52 countries by providing a broad range of humanitarian support services to a wide range of organizations, including the United Nations, the International Red Cross and Red Crescent Movement, donor governments, companies, major international and national NGO's and local communities. Every day, these organizations and communities rely on GEG's emergency response expertise, and on the combined capabilities and dedication of its people to implement strategies, find solutions and seize opportunities to assist the world's most vulnerable people.

Global Emergency Group is committed to being an equal opportunity employer and recruiting people of diverse backgrounds and experiences. GEG does not discriminate on the basis of race, religion or belief, color, gender, sex, sexual orientation, marital status, family structure, age, medical condition, disability, ancestry, national origin or ethnic group. All recruitment decisions are made on the basis of qualifications, merit and business need.

How to apply

Please send your motivation letter and CV **in English to talent@globalemergencygroup.com no later than 4 December 2026, with ICT and Office Support Officer - GORS as the subject title of your email.**

References and background check will be conducted after interview.