



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

Open to Internal and External Candidates

Position Title : **ICT Assistant**

Vacancy No. : **IOMRONBO/VN/013/2023**

Duty Station : **Regional Office, Nairobi, Kenya**

Classification : **General Service Staff, Grade G4**

Type of Appointment : **One Year Fixed Term Contract (with possibility of extension)**

Estimated Start Date : **As soon as possible**

Closing Date : **April 19, 2023**

The International Organization for Migration (IOM) is the UN Migration Agency. With 174 member states it is committed to the principle that humane and orderly migration benefits migrants and society. Established in 1951 and now active in over 400 field locations worldwide, IOM works with partners, government and civil society to:

1. Assist in meeting the operational challenges of migration and mobility
2. Advance understanding of migration issues
3. Encourage social and economic development through migration; and
4. Uphold the human dignity and well-being of migrants and mobile populations.

IOM is committed to a diverse and inclusive environment. Internal and External candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

IOM's Regional Office for the East and Horn of Africa supports and monitors the following countries: Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Tanzania and Uganda. Through a team of specialists, the Regional Office supports the development, implementation, monitoring, reporting and evaluation of projects and initiatives undertaken by country offices and regional programmes.

Context:

Under the overall supervision of the Senior Regional Resource Management Officer and the direct supervision of the National IT Officer the ICT Assistant will be responsible for daily technical support to users for information management tools and technology infrastructure of the Regional Office. The incumbent should be competent in the technical aspect of desktop trouble shooting and user orientation.

Core Functions / Responsibilities:

In particular he/she will:

1. Respond to all helpdesk queries appropriately via email, telephone call or in person - ensuring that all requests are addressed timely and accurately, with efficient allocation of resources.
2. Install systems, network components and software; and suggest best technical solutions to achieve required standards while taking into consideration local technical constraints.
3. Provide support and assistance for use of office technology: Install and configure the IOM's corporate applications including SAP, Amadeus, Mimosa Web and Microsoft Office 365 services; configure and upgrade desktops and laptop computers.
4. Install and re-locate the unit's hardware and coordinate equipment servicing.
5. Make sure all computer purchases are licensed with all standard software and coordinate with COS Unit for all IT equipment requested by users.
6. Update software inventory and inform all programs about the software required for their sections.
7. Inform users regularly of facilities and services available and advise staff of environmental changes.
8. Carry out the regular updates of the antivirus database and the distribution of the updates to all the workstations.
9. Manage regular data protection system (backup), put remote tapes, check the status of the backup and report to the specialist if there is any problem.
10. Support and maintain the mission's communication systems/equipment including, PABX, VOIP Services, Internet access, video conference services, all other communication related matters.
11. Ensure the required performance and stability of network services and servers (LAN, WAN, Messaging, Internet and VSATs connectivity, VPN, etc.), to prevent and minimize downtime or service interruptions
12. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Bachelor's Degree or equivalent in Information Technology, Computer Science or a related field from an accredited institution with at least two years of relevant professional experience.
- Completed High School Degree/Certificate with at least four years of relevant professional experience.

Experience

- At least two years of work experience in LAN/WAN networking environment.
- Working knowledge of Windows Server 2012/2016 software in a multi-site environment. Microsoft Exchange Server 2013, TCP/IP Protocol, Cisco Device Configuration, Windows 10,11 administration.

- Experience with HP/Compaq, IBM, and Cisco and Siemon equipment. Ability to design and configure networks.
- Experience in working in an international organization is preferable.

Skills

- Effective communication, organizational and interpersonal skills.
- Hard working, good team player, committed, ability to monitor and follow up on pending matters.
- Problem solving skills, Troubleshooting and analytical skills;

Languages

Required: Fluency in English and Kiswahili is required. Working knowledge of French; and/or any other UN Official language is advantageous.

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

Core Competencies – behavioural indicators *level 1*

- Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.
- Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.
- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Other

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation. Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

How to apply:

Submit cover letter indicating the Position Title & Vacancy Notice Number (VN No.), and CV with telephone and e-mail contacts including 3 Referees (Supervisors) to: IOM, RO Human Resources Department, via e-mail to ronairobihdrec@iom.int

Closing Date: 19 April 2023

Only Shortlisted Applicants will be contacted.

NOTE

NO FEE: The International Organization for Migration (IOM) does not charge a fee at any stage of the recruitment process (application, interview meeting, process, or training). IOM does not concern itself with information on applicants' bank details.

Posting period:

From: **06.04.2023** to **19.04.2023**