



International Organization for Migration (IOM)

The UN Migration Agency

OPEN TO INTERNAL AND EXTERNAL CANDIDATE

Reference No. : **SVN/MZ10/2022/024**

Position Title : **ICT Assistant**

Duty Station : Maputo, Mozambique

Organizational Unit : ICT Unit

Classification : **General Service, Grade: G-5**

Type of Appointment : Special Short-Term Graded Contract, 6 (six) months with the possibility of extension.

Report to : Resource Management Officer

Estimated Start Date : As soon as possible

Closing Date : **29 July 2022**

IOM is committed to a diverse and inclusive environment. For the purpose of this vacancy, the following internal candidates who meet the eligibility criteria are considered as first-tier candidates:

- Internal candidates on regular or fixed-term contracts should meet the minimum time in post requirement of eighteen months or more at the time of the closing of the SVN.
- The minimum time in post requirement is six months for such internal candidates who are incumbents of a position being advertised or confirmed for discontinuation.
- Internal candidates on short-term contracts should meet the minimum time in post requirement of six months or more at the time of the closing of the SVN.

In addition, all applicants should meet eligibility requirements for languages, education and work experience requirements stipulated in the SVN.

Context:

The International Organization for Migration (IOM), the UN Migration Agency is a dynamic and growing inter-governmental organization, with 172 member states. IOM is committed to the principle that “humane and orderly migration benefits migrants and society”. Established in 1951 and now active in over 440 field locations worldwide, IOM works with partners, government and civil society to promote international cooperation to address operational challenges of migration and mobility, assist in the search for practical solutions to migration problems, and to provide humanitarian assistance to migrants in need, including refugees

and internally displaced people. IOM addresses the migratory phenomenon from an integral and holistic perspective, including links to development, in order to maximize its benefits and minimize its negative effects.

Under the direct supervision of the Resource Management Officer, in close coordination with Regional Information Management and Technology Officer and under the overall supervision of Chief of Mission, the incumbent will be responsible for assisting in the maintenance, support and implementation of the IT Infrastructure in IOM Mozambique.

Responsibilities and Accountabilities:

1. Provide onsite end-user support and ensure that all ICT issue tickets and queries are logged and answered appropriately via email, telephone call and/or in person by taking Issue ticket ownership – open, update, and close tickets assigned, meeting or exceeding Service Level Agreements (SLA):
 - Take ownership of user problems and be proactive when dealing with user issues.
 - Provide Tier 2 + level technical support such as immediate diagnosis and workarounds for reported incidents.
 - Log all actions and steps taken to respond to an incident or to complete a request.
 - Assist in determining root causes and propose resolution for problems raised by reported incidents.
 - Escalate to Regional ICT Officer when necessary and accordingly to identified priority levels.
2. Coordinate cases and required actions in monitoring systems, network, and applications resulting from routine control of automated tracking system, servers, and data on assigned shifts. Also ensure proper backup practices.
3. Ensure the implementation of ITC infrastructure compliant to IOM ITC Standards, Policies and Guidelines, in particular with regards to network systems, telecoms, and ITC procurement (hardware and software). Suggest best technical solutions in order to achieve required standards.
4. Assist in the configuration, administration of computers and peripherals, Internet connectivity (LAN/WAN/Wireless access points/VPN) and equipment, as well as monitoring of IT Servers and services.
5. Assist in analyzing performance problems of network, systems and applications and recommend solutions to enhance functionality, reliability, and/or usability. Monitor the required performance and stability of network services and servers (LAN, WLAN, Messaging, Internet connectivity, VPN, etc.), to prevent and minimize downtime or service interruptions.
6. Install, configure, upgrade hardware and software for desktops and laptops (Windows, MSOffice, Antivirus, and in-house IOM software) & manage regular updates of the antivirus and patches for operating system and other software and the distribution of the updates to all the workstations.
7. Implement in-house information systems, communication infrastructure and video conference system to support day-to-day operations. Support the implementation of IOM's corporate applications such as MiMOSA, PRISM, and Intranet.

8. Provide support, and/or assume lead role when required, for planned technology upgrades. Perform implementation and administration of system, application, and infrastructure components. Provide end-user training both as a technical support person in general and as a trainer for appropriate business process courses when necessary.
9. Assist in installation, operations, and administration of the security for the various system and network components, including protection against viruses, access to email and Internet, relational database management systems and implementation of ITC disaster recovery services.
10. Support in the Management of an overall tracking system for the ITC Equipment Inventory (hardware and software) and advise the management on assets that require replacement in a timely manner.
11. Produce and maintain comprehensive documentation and reference materials for planned and delivered ICT systems in the mission and update global user support of planned changes in advance.
12. Maintain/follow up appropriate maintenance contracts for all ICT equipment.
13. Regularly report needs and progress on ITC issues in his/her area of responsibility and assist the management liaising with ITC service providers and vendors for the adequate provision of supplies and services.
14. Manage the PABX communication system and Access Control System.
15. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree from an accredited academic institution in Computer Science with minimum three years of relevant work experience; or
- Minimum completed High School degree with certification in computer science with at least five years of relevant work experience.

Experience

- Has relevant professional experience, particularly in the areas of database management and programming
- Experience in IOM ICT Administration and management is an advantage.
- Experience in managing a medium to large scale systems/networking environment with at least three years of experience providing Tier-1 or Tier-2 level of end-user support.

- Good knowledge in managing and supporting multi-site IT Infrastructure and Application services: Windows Active Directory and Messaging Systems, TCP/IP, Telecoms, Network Protocols, Cisco devices, VPN, VoIP, MS Office and O365, Antivirus Software and utilities.
- Experience on implementation and administration of Microsoft Windows network environment (LAN/WAN), messaging systems, backup and recovery systems.

Skills

- Has progressive experience in networking environment (LAN/WAN) and Motorola VHF and Codan HF Network.
- Experience with Windows Server software in a multi-site environment, TCP/IP, MS Office, Antivirus Software and IT Utilities.
- Experience with HP/Compaq, Dell, IBM and Cisco Equipment

Languages

Fluency in **English** and **Portuguese** both written and spoken is required.

Required Competencies

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

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.

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.

Core Competencies – behavioural indicators

- 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 action 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, verification of Education certificate and security clearances.

How to apply:

Interested candidates are invited to submit their applications in **ENGLISH**, with:

- a) Cover letter, clearly specify suitability and availability date;
- b) Detailed *curriculum vitae*, including skype user ID, phone number, historical salary and minimum three referees (preferably former direct supervisors).

Please submit your application by email to iommzbvacancies@iom.int, indicating your name and the reference code above **[Name, SVN/MZ10/2022/024 – ICT Assistant]** as subject. The deadline for applications is **29 July 2022**.

Only applicant who meets the above qualification will be considered.

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training, or other fee). IOM does not request any information related to bank accounts.

Posting period:

From 15.07.2022 to 29.07.2022