



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

Open to Internal and External Candidates

Position Title : **ICT Assistant**
SVN No : **IOMKCO/VN/028/2023**
Duty Station : **Dadaab, Kenya**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **One Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **01 August 2023**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and External candidates are eligible to apply to this vacancy.

Context:

Under the overall supervision of the Head of Program and Policy Development and the direct supervision of Head of Sub Office, Dadaab and with the technical supervision and guidance of the National ICT Officer in Nairobi, the incumbent will be responsible for providing daily technical support and troubleshooting of all computer systems with consideration to the needs and requirements of the Sub-office.

Core Functions / Responsibilities:

1. Implementation, management and maintenance of Information Technology and Communication services and network.
2. Provide onsite support to the above-mentioned systems and services.
3. Installation, configuration and upgrading, Servers, Backup systems, desktop and laptop computers and software used in the mission.
4. Maintain communication systems/equipment including, mobile lines, PABX, VOIP and other sat-phones, Internet access, and all other communication related matters.
5. Ensure data and system integrity by setting up and administrating ICT security systems: anti-virus, backup routines, access controls, firewall and physical security.
6. Provide appropriate ICT training to all users in the mission.
7. Assist in the design of database systems and applications as required by local specifications and providing technical support to users.
8. Follow IOM ITC Standards and liaise with IOM ICT departments in Manila for the installation and running of VPN-access to the WAN.

9. Maintain regular updates to the technical documentation for the voice and data networks.
10. Maintain/follow up appropriate maintenance contracts for all ICT equipment.
11. Maintaining necessary documentation for system maintenance and support procedures.
12. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- High School Certificate with training in MIS, Computer Science/ Telecommunications/ Engineering or a related field from an accredited academic institution with 5 years of relevant professional experience.
Or;
- Completed Bachelor's Degree in MIS, Computer Science/ Telecommunications/ Engineering or a related field from an accredited academic institution with 3 years' relevant professional experience.

Experience

1. At least 3 years work experience in ICT or a related field is required.
2. A holder of relevant certification especially A+, N+, Microsoft Certifications and CCNA will be an advantage.
3. Ability to develop and maintain databases using MS Access, Visual Studio and/or SQL 2005 or higher will be a definite advantage.
4. Experience in managing computer networks preferably Windows 2008 Server and Client.
5. Knowledge on the use of messaging systems i.e. MS Exchange and hands-on support for MS Office products.
6. Excellent verbal and written communication/management reporting skills.
7. Ability to follow instructions and implement policies and procedures from his/her supervisor.
8. Ability to prioritize, organize and manage a large and diverse workload under pressure.
9. Ability to work and contribute as a team member in systems implementation.
10. Ability to work under minimal supervision.

Languages

Fluency in both written and spoken English and Kiswahili is required.

Required Values

Inclusion & respect for diversity

- Celebrates diversity in all its forms.
- Shows respect and sensitivity towards gender, culture, race and ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people from different backgrounds and orientations.

- Promotes the benefits of diversity; values diverse points of view and demonstrates this in daily work and decision making.
- Proactively addresses any prejudice, biases and intolerance in the workplace.
- Actively contributes to creating and maintaining a safe, harmonious, and respectful working environment free from all forms of discrimination, harassment, (including sexual harassment) and abuse of authority

Integrity & transparency

- Upholds and promotes the United Nations Charter, IOM's Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the Organization's resources honestly, reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behavior.
- Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.
- Respects the principle of independence and neither seeks, nor accepts, instructions from Member States.

Professionalism

- Demonstrates professional competence, mastery of subject matter and a willingness to improve knowledge and skills.
- Seeks to raise professional standards in oneself and others through daily work and activities.
- Is cognizant that taking certain courses of action may threaten the reputation of the Organization.
- Shows self-control and persistence when faced with difficult problems; remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.
- Has a commitment to professional development.

Courage

- Does the right thing, even in particularly challenging and difficult situations.
- Shows resilience and respect in the face of adversity.
- Is decisive and versatile when faced with uncertainty and adapts quickly to change. Is prepared to take calculated risks to achieve the objectives of the Organization.
- Willing to speak up to protect others when misconduct or wrongdoing occurs.
- Is able to provide honest and constructive feedback to peers, direct reports or a supervisor.

Empathy

- Is able to stand in another person's shoes and consider a situation from another perspective, even if one doesn't agree with it.
- Supports and relates to others; actively seeks to emotionally understand what other people may be feeling.
- Is fully present when working with others, actively listening and engaging.
- Encourages collaboration through a willingness to consider multiple perspectives and opinions.

Required Competencies

Teamwork

- Establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines

Delivering Results

- Produces quality results and provides quality services to Member States, donors, beneficiaries, and counterparts (clients).
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results.

Managing and Sharing Knowledge

- Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
- Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Puts new learning into practice and draws on diverse sources of ideas and inspiration.
- Contributes to the identification of improvements to work processes and assists in implementing them.

Accountability

- Accepts personal responsibility for quality and timeliness of work.
- Takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.
- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and applies lessons learned for improvement.

Communication

- Presents information using language and a sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received information.

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:

Interested candidates are invited to submit their application by sending a Motivation Letter and the updated CV to the email address hrnairobi@iom.int referring to this advertisement.

Closing Date: 01 August 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 18.07.2023 to 01.08.2023