



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

Open to Internal and External Candidates

Position Title : **Senior Information Management Assistant (IMU)**
SVN No : **IOMKCO/VN/018/2024**
Duty Station : **Nairobi, Kenya**
Classification : **General Service Staff, Grade G-7**
Type of Appointment : **One Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **03 April, 2024**

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 Kenya Country Office, and the direct supervision of the Information Management Officer, the incumbent will be responsible for implementing the activities related to information management and reporting required by the Regional Resettlement and Movement Migration teams in East and Southern Africa. Specifically, the incumbent is expected to perform the following functions: -

Core Functions / Responsibilities:

1. Provide regular country level and regional reporting in relation to Resettlement and Movement Migration (RMM) activities. This includes the conceptualization, design and creation of weekly, monthly and annual reports in regards to annual migrant/refugee departures.
2. In coordination with the RMM regional team, create, adapt and maintain databases to track RMM Human Resource related issues, support the development of staff travel processes/documents and pipeline databases where deemed necessary.
3. Assist the RMM Regional Manager to create data collection tools and reports that can provide data for external documents and dashboards that are accessible to stakeholders and internally to IOM management.

4. Provide support to country level data management teams in the creation of databases and information collection devices as necessary.
5. Support the region during the Mimosa Next Gen transition acting as technical focal point.
6. Participate in user requirements definition and business process analysis for the design, coding and deployment of .NET, Open-source applications with SQL Server, following existing standards.
7. Participate in user requirements definition and business process analysis of all reporting needs using Excel, PowerBI or any reporting platform required
8. Serve as focal point for coordination, monitoring and expedition of software/applications development projects including maintenance and technical support of existing applications.
9. Contribute to feasibility studies of new software and report requirements and implements solutions; maintain system and reports specifications, standards, and procedures developed and/or modified.
10. Coordinate and monitor software and report development activities using project management tools and standards.
11. Develop and implement software and report on development of Standard Operating Procedures, establishing source control and issue tracking using IOM standard tools.
12. Prepares technical and user documentation for deployed application systems and reports, as well as training materials and conducts technical presentations.
13. Respond promptly within accepted timeframes to application's user support and enhancement requests facilitating continued operation of the said applications.
14. Implement when necessary, applications training to end users to facilitate productive use of existing and new applications and systems.
15. Provide Tier 3 support of the application and report Portfolio, ensuring agreed SLAs are met.
16. Updates job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; and reading professional publications.
17. Regularly report needs and progress on issues in his/her area of responsibility.
18. Any other duties as may be assigned.

Required Qualifications and Experience

Education

- Bachelor's Degree in Computer Science or relevant education from an accredited institution and five years relevant working experience
Or;
- High School Diploma with seven years of relevant professional experience.

Experience

1. A minimum of five years of increasing responsibilities in software development (particularly on ASP.NET) with SQL Databases, ArcGIS, PHP, PowerBI is required.
2. A minimum of 3 years of experience in developing web-based database applications and thin-client Web-based applications is required.
3. Experience working with specialized international agencies (UN Agencies, International Organisations, and International NGOs) and in complex operations, including conflict and post-conflict situations preferred.
4. Experience working for the IOM's Resettlement and Movement Management (RMM) team and familiarity with MiMOSA, i-GATOR and other IOM databases an advantage.

Technical Skills

- Knowledge of software development, particularly the use of C# and .Net Framework, HTML, CSS, Java script, and PHP is required.
- Knowledge and experience on Microsoft SQL Server 2012 or higher, PowerBI, SQL Reports Server, and My SQL is required.
- Knowledge of ArcGIS is an advantage.
- Knowledge of Web services, XML, SOAP, HTTP and web authoring software would be an advantage.
- Knowledge and experience in SharePoint development is an added advantage.

Languages

- Fluency in both written and spoken English and Kiswahili.

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

- Fosters a sense of team spirit by developing a shared understanding, accountability and enthusiasm for the team's work.
- Displays a high level of cultural awareness, sensitivity to different ways of working and leverages individual strengths in order to build a better team.
- Shares credit for team accomplishments and ensures that the contribution of others is recognized.
- Helps create a positive team spirit, putting aside personal considerations to help the team achieve its goals.

Delivering Results

- Produces high-quality results and workable solutions that meet clients' needs.
- Anticipates constraints, identifies solutions and takes responsibility for addressing critical situations.
- Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs.
- Aligns projects with Organization's mission and objectives and demonstrates a good understanding of the impact of team's and own work on external and internal counterparts.

Managing and Sharing Knowledge

- Disseminates and shares knowledge openly and actively contributes to knowledge/network communities for topics relevant to area of expertise.
- Encourages knowledge sharing across units/departments and ensures that knowledge as captured, recorded and disseminated appropriately.

- Builds networks for the effective communication and exchange of knowledge and ideas and puts others into contact with various sources of knowledge.
- Contributes to an environment that is conducive to innovation and learning.

Accountability

- Proactively seeks responsibility in delivering towards the goals of the organization.
- Plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated.
- Stands by the actions of team or department, publicly accepting ownership.
- Takes responsibility of own shortcomings and those of the work unit, where applicable.

Communication

- Speaks and writes clearly and effectively.
- Seeks to share information with others, with due respect for diversity and confidentiality of specific sensitive information.
- Listens and seeks to understand without bias and responds appropriately.
- Shares information and keeps others up to date; actively seeks others' views and ideas and respects their contribution.
- Tailors communication style to suit audience.

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 their updated CV to the email address hrnairobi@iom.int referring to this advertisement.

Closing Date: 03 April 2024

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 19.03.2024 to 03.04.2024