



IOM International Organization for Migration

Open to Internal and External Candidates

Position Title : **IT Assistant**
Duty Station : **Iraq, Salahuddin (Tikrit)**
Classification : **General Service Staff, G4**
Type of Appointment : **Special Short Term contract (SST)**
Duration of Appointment: **Three (3) months with possibility of extension**
Closing Date : **August 08th, 2018**
Reference Code : **SVN2018/IRQ/122**

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. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under overall guidance of the Chief of Mission (CoM) and Senior Resources Management officer (SRMO), overall supervision as administrative manager of the Head of sub Office and Programmes (HOSO), and functional supervision/Manager the IT Officer, the Information Technology Assistant Focal Point will perform the following duties:

Core Functions / Responsibilities:

1. Setup & Maintain the IT equipment's for the users and offices within the HUB's AoR (Area of Responsibility).
2. Install & Maintain internet connections for the IOM Iraq offices in the HUB.
3. Helpdesk for the staff & Satellite offices within HUB's AoR.
4. Plan the installation, operation and administration of the security of the various system and network components, including access to internet, protection against viruses, etc.
5. Provide the user support for the MS windows and MS office, as well as for other programs used in the HUB.
6. Analyze computer systems; recommend new systems and/or enhancement in the functionality of the existing systems.

7. Maintain and accurate and up-to-date inventory of the IT equipment & software licenses for IOM Iraq offices in the HUB.
8. Assist in the maintenance of systems, sub system and modules for the mission databases in accordance with the needs and requirements of each programme and project.
9. Provide user support, training to use, operation, maintenance of the databases and assist in the implementation of all auxiliary sub-systems and modules.
10. Other related duties as required.

Required Qualifications and Experience

Education

- University degree in IT, or an equivalent combination of relevant training and field experience with 4 years' experience
- Minimum of 2-3 years of IT related experience
- A sound knowledge of Microsoft Operating Systems, Server Administration, Networking and desktop applications

Experience

- Sound knowledge of LAN/WAN Technologies
- Sound knowledge in TCP/IP Networking
- Knowledge in Desktop and Software support.
- Good writing, communication and negotiation skills.
- Personal commitment, efficiency, flexibility, drives for results.
- Capacity to work effectively and harmoniously within a team of colleagues from varied cultures and professional backgrounds.
- Any Certificate is a plus: CCNA

Languages

- Fluency in English and Arabic.

Required Competencies

Accountability

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients

- Identifies and monitors changes in the needs of clients, including donors,
- Governments and project beneficiaries

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and Procedures
- Writes clearly and effectively, adapting wording and style to the intended Audience
- Listens effectively and communicates clearly, adapting delivery to the Audience

Creativity and Initiative

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

Performance Management

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR Procedures

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans

Professionalism

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and Promotes equal gender participation

- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to Relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration Solutions

Teamwork

- Actively contributes to an effective, collegial, and agreeable team
- Environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply It to appropriate work

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.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

How to apply:

Interested candidates are invited to submit their applications via a link:

<http://iomiraq.net/vacancies/it-assistant-2>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 25.07.2018 to 08.08.2018