



IOM International Organization for Migration

SHORT VACANCY NOTICE

Open to Internal & External Candidates

Position	:	INFORMATION TECHNOLOGY ASSISTANT
Organizational Unit	:	Information Communication & Technology
Duty Station	:	Maiduguri
IOM Classification	:	Special Short Term (SST) Grade equivalent, G4
Type of Appointment	:	Contract Basis (Renewable)
SVN No.	:	SVN2017_88
Estimated Start Date	:	As soon as possible
Closing Date	:	12 October, 2017

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 candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Working under the overall supervision of the Chief of Mission in Nigeria, direct supervision of the Resource Management Officer in Maiduguri, the successful candidate will be responsible for the installation, operation and maintenance of computer systems, hardware peripherals and implementation of ITC requirements for IOM Maiduguri and Yola sub offices. He/ She will oversee daily incoming calls to the IT department, open help desk tickets as appropriate, troubleshoot and correct minor IT issues and route more complex IT issues to the head office Senior IT Assistant he/she will:

Core Functions / Responsibilities:

1. Assist to install new hardware including: PC, laptops, servers, printers and software in any particular location and periodically performs system clean-up.
2. Assist in maintaining IOM computers, peripherals and network devices and reports
3. Support hardware malfunctions or connectivity problem with minimum delays to the IT Assistant.
4. Serve as a resource to users who are experiencing computer problems and trouble-shoots issues related to access, online connection, file storage, and application functionality.
5. Monitor the use of Internet by staff and advice management of any such abuses or excesses by staff that may become evident in the course of their work.
6. Monitor inventory levels and alert supervisor when low thresholds are reached.
7. Resolve any hardware, software, or connectivity problem with minimum delay.
8. Attempts to resolve as many problem calls or service requests on initial contact and provides technical support in the IT related programming activities.
9. Visit user's premises to resolve problems in other sub-offices, if necessary.
10. Ability to work in challenging work environment
11. Perform such other duties as may be assigned.

Required Qualifications and Experience

- Completed university degree from an accredited academic institution in Computer science or Computer Engineering ; Microsoft Certified Technology Specialist (MCTS) an added advantage
- Minimum of at least four years of relevant experience in the field of ITC including operational and field experiences, ability to work with an established IT support center – communication by phone and email;
- Good knowledge of: Windows OS and networking. VOIP and corporate Skype installations and other IOM approved software as may be required; Cisco Certified Network Associate (CCNA) qualification will be an added advantage

Languages

Fluency in **English** and Native Language; Fluency in multiple native languages advantageous;

Required Competencies

Behavioural

- Accountability – takes responsibility for action and manages constructive criticisms
- Client Orientation – works effectively well with client and stakeholders
- Continuous Learning – promotes continuous learning for self and others
- Communication – listens and communicates clearly, adapting delivery to the audience
- Creativity and Initiative – actively seeks new ways of improving programmes or services
- Leadership and Negotiation – develops effective partnerships with internal and external stakeholders;
- Performance Management – identify ways and implement actions to improve performance of self and others.
- Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility;
- Professionalism - displays mastery of subject matter
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation.
- Technological Awareness - displays awareness of relevant technological solutions;
- Resource Mobilization - works with internal and external stakeholders to meet resource needs of IOM (optional depending on position level)

Other

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Only candidates residing in the country of the duty station within commuting distance of the duty station will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

Women with the above qualifications are encouraged to apply.

How to apply:

Interested INTERNAL candidates are invited to submit their applications via email to **HRNIGERIA@iom.int** indicating position applied on subject line **by Thursday 12th October, 2017**

In order for the applications to be considered valid, IOM only accepts applications with a cover letter not more than one page specifying the motivation for application, addressed to **Human Resources, International Organization for Migration (IOM)** and with a subject line **SVN2017_88 Maiduguri. Information Technology Assistant.**

All applications should include a functional email address, mobile numbers and detailed curriculum vitae (CV).

Please note that this position is open only to Nigerian National applicants and only shortlisted candidates will be contacted.

Posting period:

From 06.10.2017 to 12.10.2017