

SHORT VACANCY NOTICE

Open to Internal and External Candidates

Position	: Information Technology Assistant (2 Positions)
Organizational Unit	: Resource Management
Duty Station	: Abuja, Nigeria.
IOM Classification	: G5
Type of Appointment	: Special Short-Term (SST) 6 months with the possibility of extension
SVN No.	: SVN2024.36
Estimated Start Date	: As soon as possible
Closing Date	: 17 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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity. Applications are welcome from first- and second-tier candidates, particularly qualified female candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

Context:

Established in 1951, IOM is a Related Organization of the United Nations. As the leading UN agency in the field of migration, it 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.

Nigeria has witnessed an increase in violence since the beginning of 2015, causing a major humanitarian crisis. IOM and the Humanitarian community have expanded their scope of intervention beyond Maiduguri itself, to the entire North East and North West, into priority satellite sites where IOM staff are delivering humanitarian and development support to displaced populations and host communities.

Working under the overall supervision of the ICT Officer, the direct supervision of the Senior Information and Communication Technology (Team Lead), the successful candidate will be responsible for the installation, operation and maintenance of computer systems, hardware peripherals and implementation of ICT requirements for IOM Abuja supporting all projects. 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 Senior ICT and the head of ICT Unit, Abuja. He/She will.

Core Functions / Responsibilities:

1. Ensure installation of the approved software systems on servers and workstations according to the set standards. Installing new hardware including: PC, laptops, servers, printers and software in any location and periodically performs system clean-up.
2. Maintaining installed software, ensuring proper updates (including latest antivirus definitions) are applied and making optimizations when necessary.
3. Ensure End User queries and constraints related to software and other ICT components are resolved in coordination with the Mission's ICT Unit, elevating those that cannot be resolved.

4. Support the Senior IT Assistant to ensure that ICT components are carried out within the Organization rules regulations and procedures, while reporting deviations and other constraints faced.
5. Support in raising awareness of mission staff members on IOM ICT regulations and standards.
6. Manage the email user accounts, mailing lists. The lists should be checked constantly for integrity.
7. Provides first level support to users and trouble-shoot issues related to access, online connection, file storage, and application functionality.
8. Acts as the first point of contact for staff on collection of new hardware and replacement hardware.
9. Identify faulty devices and take necessary action to replace them, maintain log and/or list of required repairs and maintenance; Assists in maintaining IOM computers, peripherals and network devices and reports hardware malfunctions to the ICT Unit Head.
10. Maintains IT equipment inventory; monitors inventory levels and alert supervisor when low thresholds are reached; identify and prepare hardware for disposal when appropriate Responsible for tracking ICT equipment Procurement Requests, testing of new equipment and reporting to the Mission's ICT Head.
11. Make user data and server backups: the backups should be tested randomly for consistency
12. Ensure maintenance of IT standards and identify IT issues; Diagnoses and resolves any hardware, software, or connectivity problem with minimum delay.
13. Provide support to the Telerad system, file server, PACS server and iCRco_XC software. Making sure that the workstation / server hardware is operating properly, ensuring that hardware components are performing up to the expected standard.
14. Manage the PABX and communication systems
15. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

University Degree from an accredited academic institution in Computer Science or Computer Engineering. Five years of working experience with completed High/Secondary school education or, three years of working experience with bachelor's degree in computer science or computer engineering, or any other related field.

Experience

- Five years of relevant experience in the field of ICT including operational and field experiences;
- Ability to work with an established IT support centre – 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.
- MSCE and Cisco Certified Network Associate (CCNA) qualification will be an added advantage.

Skills

- Ability to draft correspondence and communicate effectively.
- Computer literacy including proficiency in MS Office applications; knowledge of other IT packages and their implementation is an advantage.

Languages

- For all applicants, fluency in English is required (oral and written).

Desirable

- Working Knowledge of the local languages; Hausa, Kanuri, as well as other local language

Competencies

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

Values - All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respect and promote individual and cultural differences. Encourages diversity and inclusion.
- Integrity and transparency: Maintain high ethical standards and act 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, and makes people feel safe, respected, and fairly treated.

Core Competencies - Behavioural Indicators – Level 1

- 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 actions and delegated work.
- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring, and motivational way.

Other

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

An appointment will be subject to certification that the candidate is medically fit for appointment, confirmation of all documents, and security clearances.

The appointment is subject to funding confirmation.

Women with the above qualifications are encouraged to apply.

How to apply:

Interested candidates are invited to submit their applications via email to **HRNIGERIA@iom.int** indicating the position and location applied in the subject line by **Wednesday, 17 April 2024**, and follow this link:

<https://forms.office.com/e/vkeA5Nw2Si>

For the applications to be considered valid, IOM only accepts applications with a cover letter of not more than one page specifying the motivation for application, addressed to **Human Resources, International Organization for Migration (IOM)**, and with a subject line **SVN2024.36 Abuja Information Technology Assistant G5**.

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 04.04.2024 to 17.04.2024

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.