



## **Vacancy Announcement – VNROSA2024/02**

Vacancy/Reference Number:	VNROSA2024/02
Position title:	Regional Information and Communications Technology (ICT) Officer
Position grade:	NOB (UN Salary scale for National Officers in the Republic of South Africa)
Duty station:	IOM Regional Office in Pretoria
Appointment Type:	Fixed Term, One year with possibility of extension
Closing date:	<b>2 April 2024</b>

This role is responsible for coordinating the Information management and technology needs of country offices in the region, supporting their digital enablement of strategic plans and providing oversight and knowledge sharing. It will participate in driving strategic initiatives originating from ICT Headquarters and ensuring policies, procedures and standards are upheld. The appointee will actively engage in the development and execution of ICT related projects, supervise the ICT team, and build relationships with key stakeholders. This involves situations in humanitarian emergencies.

The position works under the overall supervision of the Regional Director for Southern Africa and direct supervision of the Regional Resource Management Officer, and in close collaboration with the relevant central units in the Department of Information and Communications Technology.

### **Responsibilities and Accountabilities**

1. Provide ICT support and technical guidance to regional office staff and missions in the region by organizing activities and operations of ICT staff and attending to helpdesk queries.
2. Act as the primary liaison for regional ICT business relationships and cybersecurity, coordinating the provision of services, innovations, and technologies. Participate in ICT forums, advocating for effective and coordinated ICT support across COs.
3. Support and coordinate the activities of ICT in the Region by ensuring that all requirements are addressed timely and accurately, with an efficient allocation of resources, and that all operations are in compliance with IOM ICT policies, standards and are in line with ICT strategy.
4. Support the development of essential ICT documents in country offices by local ICT staff, including standard operating procedures, business continuity plans, disaster recovery plans, and ICT risk records. Ensure redundancy and adherence to IOM global ICT SOPs and standards.
5. Develop and maintain data systems and analytic reports, ensuring data accuracy and insights to support data-driven decision-making.
6. Participate in service improvement assessments and recommend enhancements to the country offices management for optimising and implementing ICT

- infrastructure and solutions.
7. Support in translating business challenges into practical ICT Solutions to facilitate the efficient functioning of IOM operations in the region.
  8. Coordinate the prompt response to information security incidents, mitigate risks and escalate complex issues to the relevant specialist teams/units for resolution. Coordinate with missions and the HQ ICT Information Security unit to support the roll out of cyber security efforts. Ensure availability of updated Risk Assessment Matrix and ICT Business Continuity Plans and ICT Disaster Recovery Procedures.
  9. Serve as the main contact for ICT business relationship with entities such as IOM programs, global cybersecurity, government bodies, donors, UN agencies NGOs, ICT service providers and vendors to ensure coordinated and sufficient ICST services, digital innovation, and supply management.
  10. Support the efficient procurement and provision of IMT-related equipment, supplies, and services in the region to meet business requirements.
  11. Provide user support, guidelines, training materials, and training sessions on the deployment, use, and operation.
  12. Perform such other relevant duties as may be assigned.

## **Required Qualifications and Experience**

### **Education:**

- Master's degree in Computer Engineering, Computer Science, Information Management, Information Technology, or a related field from an accredited academic institution with two years of relevant professional experience; or,
- University degree in the above fields with four years of relevant professional experience.
- Certificate in any of the following: Cisco Certified Network Associates (CCNA), Microsoft Azure certifications, Microsoft Certified System Administrator (MCSA), Microsoft Certified Database Administrator (MCDBA), Microsoft Certified System Engineer (MCSE), is a distinct advantage.

### **Experience:**

- Experience in working in a collaborative team environment.
- Experience in engaging with stakeholders to understand business needs and provide technical solutions.
- Experience in either planning, design, development, implementation, or maintenance of computer information systems.
- Experience in implementing and maintaining security controls and responding to and recovering from cyber security incidents.
- Experience in management and implementation of networks.

### **Skills**

- Ability to supervise and train teams to work effectively and harmoniously.
- Project management skills for efficient roll-out of ICT initiatives.
- Ability to communicate with business leaders and those with limited technical background effectively.
- Demonstrated ability to handle confidential data in a professional, responsible and mature manner.
- Knowledge of Windows Operating System, Network\Systems administration, TCP/IP, Telecoms, Network Protocols, Cisco devices, VPN, MS Telephony, MS Office 365 apps, Antivirus Software, and utilities.

**Languages:**

- IOM's official languages are English, French, and Spanish.
- For this position, fluency in English is required (oral and written). Working Knowledge of one local language is required.

**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: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts 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, makes people feel safe, respected and fairly treated.

**CORE COMPETENCIES**

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.

**MANAGERIAL COMPETENCIES**

Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

**Additional Notes:**

IOM is committed to a diverse and inclusive environment. External and internal candidates are eligible to apply for this vacancy. For the purpose of the vacancy, internal candidates are considered as first- tier candidates and will be given priority over external applicants if they meet the minimum requirements. The position is open to South African nationals only.

Appointment will be subject to certification that the candidate is medically fit for appointment and obtains nationality ID.

**Method of application:**

If you are qualified for this position, please send your letter of motivation, up-to-date Resume/CV, copy of ID and Complete IOM Personal History Form (which can be downloaded from this website: <https://southafrica.iom.int/vacancy>) to [pretoriacvs@iom.int](mailto:pretoriacvs@iom.int)

When you send your application, please specify the Vacancy reference number i.e. VNROSA2024/02 in the subject line of your email. It will be challenging to track your application without the reference code provided. Incomplete applications will be rejected.

Please send your applications by **2 April 2024**. Only shortlisted candidates will be contacted.

ENQUIRIES IN RESPECT TO THE JOB DESCRIPTION AND APPLICATION MAY BE DIRECTED TO THE SAME EMAIL ADDRESS