



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Announcement

Vacancy/Reference Number: VNSA2023/09

Position Title: Information and Communication Technology
Resource Management

Position Grade: G7 (UN Salary Scale for General Staff)

Duty Station: CO Pretoria, South Africa

Appointment Type: One Year Fixed Term Contract, with the possibility of extension

Estimated Start Date: As soon as possible

Closing Date: 30 June 2023

Context:

Under the overall supervision of the Chief of Mission of South Africa and direct supervision of the Resources Management Officer (RMO) based in Country Office Pretoria, the Senior ICT Assistant will be responsible and accountable for assessing the ICT operational needs of the mission and provide support to all the ICT components of the Country Office.

follows:

- Best Value Sourcing and Value for Money
- Availability and Quality Assurance
- Compliance and Stewardship; and

Productivity and Efficiency.

Responsibilities and Accountabilities

1. Supervise and coordinate ICT functions in the Country Office in line with IOM ICT standards and policies, including data protection and ensure highest level of customer services.
2. Monitor and support implementation of IOM's corporate applications i.e., SAP-PRISM, MiMOSA, UKTB Global System, Teleradiology platform and PRISM, and assist in implementing new technologies in coordination with Regional ICT
3. Coordinator and ICT Manila service center; including system upgrades, ICT infrastructure changes, installing systems, network components and software as well as recommending best technical solutions on ICT systems and applications.
4. Provide onsite support in installation, configuration and upgrading servers, backup systems, desktop and laptop computers and software used in the mission,
5. Maintain communication systems/equipment including, mobile lines, PABX, VOIP and other sat-phones, internet access, and all other communication related matters.
6. Supervise ICT Assistant, ensuring that all requests are addressed and resolved efficiently and in a timely manner.
7. Conduct training as necessary and guide users about integrated new generation software applications and cloud-based services and ensure the implementation of IOM ICT policies, guidelines and standards, with regards to IOM cloud-based services, network systems, equipment, software, licensing, ICT security and telecommunication.
8. Liaise with Resources Management Officer for ICT budgeting and ICT procurement.
9. Liaise with Regional ICT Officer for adhering to overall IOM ICT strategy, vision, services, and corporate projects implementation, as well as for specific ICT changes.

10. In coordination with the Procurement Unit, liaise with suppliers and manufacturers for specifications during purchase and verify software, services, or equipment delivery as per specifications including repair and warranty of damaged ICT equipment.
11. Liaise with Project Managers to ensure optimal performance in project deliveries with ICT component being it software, hardware or ICT services, in coordination with RO ICT Officer and HQ ICT counterparts, as needed.
12. Ensure Monitor compliance of Country Office ICT equipment to latest IOM ICT standards, including both hardware and software components. Manage administration of mission-critical applications such as SAP-PRISM, etc. ensuring effective liaison with technical counterparts for the proper functioning and availability of those systems.
13. Support tracking ICT Equipment Inventory.
14. Support in the configuration and functionality of CCTV security systems.
15. Regularly report needs and progress on ICT issues in area of responsibility.
16. Simplify disaster recovery procedures, assist in risk register and treatment plan undertake a yearly simulation exercise to test the ICT BCP effectiveness liaising with RMO, RO ICT Officer and HQ ICT if needed.
17. Any other relevant duties as may be assigned.

Experience:

- Bachelor's degree in computer science or related field with at least five years of relevant professional experience.
- Experience in the implementation and administration of Microsoft Windows network environment (LAN/WAN) and first level network/desktop support.
- Experience working in an International Organization or an international agency in a field location.
- Knowledge of Windows Operating Systems, Network/Systems administration, TCP/IP, Network Protocols, CISCO devices, VPN, MS-based systems/apps and utilities.

Skills:

- Strong communication, organizational and interpersonal relationship skills.
- Hard working, good team player, dedicated, ability to monitor and follow up on pending matters.
- Ability to meet deadlines and work under pressure with minimum supervision;

Languages:

- Fluency in English

Competencies:

The successful candidate is expected to demonstrate the following values and competencies:

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

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 appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and obtains nationality ID or valid residency/work permit.

Method of application:

If you are qualified for this position, please email the following to pretoriacvs@iom.int under the REFERENCE: VNSA2023/09 in the subject line of your email:

- a. Letter of motivation
- b. Up-to-date Resume/CV
- c. Copy of ID
- d. IOM Personnel History form which can be downloaded from this website:
<https://southafrica.iom.int/vacancy>

When you send your application, please specify the Vacancy reference number i.e. VNSA2023/09 on 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 Friday 30 June 2023

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