

SHORT VACANCY NOTICE**Open to Internal Candidates Only**

Position : **Information & Communication Technology Assistant**

Organizational Unit : **Resource Management (RM)**

Duty Station : **Abuja**

IOM Classification : **G4**

Type of Appointment : **Special Short-Term Graded Contract with possibility of Extension.**

SVN No. : **SVN2023.81**

Estimated Start Date : **As soon as possible**

Closing Date : **18 July 2023**

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:

Working under the overall supervision of the SRMO and direct supervision of ICT Officer, the successful candidate will be responsible for the installation, operation and maintenance of computer systems, hardware peripherals and implementation requirements for IOM Abuja. He/she will oversee daily incoming calls to the ICT department, open help desk tickets as appropriate, troubleshoot and correct minor ICT issues and route more complex ICT Issues to the ICT Officer he/she will:

Core Functions / Responsibilities:

- Assist to install new hardware including PC, laptops, servers, printers, and software in any particular location and periodically performs system clean-up.
- Assist in maintaining IOM computers, peripherals and network devices and reports.
- Support hardware malfunctions or connectivity problem with minimum delays.
- 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.
- 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.
- Monitor inventory levels and alert supervisor when low thresholds are reached.
- Resolve any hardware, software, or connectivity problem with minimum delay.
- Attempts to resolve as many problems calls as possible or service requests on initial contact and provides technical support in the ICT related programming activities.
- Visit user's premises to resolve problems in other sub-offices, if necessary.
- Ability to work in challenging work environment.
- Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Completed university degree from an accredited academic institution in Computer science or Computer Engineering.

Experience

- Minimum of at least two years of relevant experience in the field of ICT including operational and field experiences
- Experience working in the UN System, or an INGO is highly desirable.

Skills

- Good knowledge of: Windows OS, Office365 and networking. VOIP and other IOM approved software as may be required.
- Cisco Certified Network Associate (CCNA) qualification will be an added advantage.
- Ability to work with an established ICT support centre – communication by phone and email.
- Microsoft Certified Technology Specialist (MCTS) an added advantage
- Ability to work quickly and accurately and pay attention to detail.
- Demonstrated ability to maintain integrity in performing responsibilities assigned.
- Willingness to assist efficiently in a very busy project environment.
- Ability to meet deadlines and work under pressure.
- Ability to present clear and concise information and good communication skills.
- Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds.

Languages

English Language is required (Oral and Written)

Desirable

Working knowledge of the local languages

Required Competencies:

Behavioural

The incumbent is expected to demonstrate the following competencies:

Values

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintain 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 2

- 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.

Other

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

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 position applied on subject line by **Tuesday, 18 July 2023** and follow this link: <https://forms.office.com/e/TmFCuyPZpe>

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 **SVN2023.81. Abuja. ICT Assistant – (G4)**

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 **05.07.2023 to 18.07.2023**

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.