



International Organization for Migration (IOM)
The UN Migration Agency

Call for CV / Expression of Interest

Assignment Title : **ICT Assistant-Intern**
Duty Station : **IOM Cairo, Egypt**
Type of Appointment : **Paid Internship Assignment**
Estimated Start Date : **As soon as possible**
Closing Date : **20 September 2022**
Reference number : **CFCV/2022/18**

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

Learning Objectives:

Working under the overall direction of the Chief of Mission, the intern will assist with the operational activities of the Mission. Tasks will include:

- Work with the ICT Officer on activities and provide end user support and assist in ensuring that all ICT Issue tickets and queries are logged and resolved appropriately, assist in problem solving, support and assistance for use of office technology (including but not limited to Microsoft Windows workstation, Microsoft Office, and Adobe Acrobat).
- Assist in securing the Country Office's data/information from viruses/worms, and perform virus detection, removal, and prevention for all systems in the mission. Downloading the latest Anti-Virus signatures for Data Protection. Use the standard Anti-Virus products on IOM Network.
- Assist in ensuring data protection on data contained on all servers, make sure that Daily/weekly/monthly/yearly backup of data/information for the Country Office is done based on IOM ITC Standard
- Assist in installing and re-locating the organizational unit's hardware, coordinating equipment servicing, managing user account and granting users with the required access to network and shared resources.
- Maintain an up-to-date IT inventory (hardware and software) and advice the management on assets that require replacement and software license renewal in a timely manner.
- Provide support for planned technology upgrades for network, systems and applications; including servers and WAN/LAN; and assist in maintaining and ensuring availability and capacity of existing network, systems and applications (core services) in coordination with supervisor and Global User Support.
- Assist in the maintenance of Telephony systems and assist in administration and maintenance of electrical and security systems.
- Undertake all other tasks as may be assigned

Education and Experience

Currently enrolled in the final academic year of a first university degree programme or enrolled in a second university degree or recently graduated from an accredited academic institution preferably in Information Technology or computer science.

Languages

Fluency in English and Arabic is required.

1. 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

- **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.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Other:

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

Female candidates with the above qualifications are strongly encouraged to apply.

Application procedure/ How to Apply:

Interested candidates are expected to submit their applications on or before Tuesday, 20th of September 2022 - Cairo time to [Careers | IOM Egypt](#). Late submissions will not be considered.

Late submissions will not be considered and only shortlisted candidates will be contacted.

Applications with missing documents will be treated as incomplete and will not be considered for further assessment.

Kindly note that for efficiency reasons, only shortlisted candidates will be contacted.

Posting period:

From 07.09.2022 - 20.09.2022