



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Information and Communications Technology Assistant**
Duty Station : **Country Office in Cairo, Egypt**
Classification : **General Service Staff, G5**
Type of Appointment : **Special Short Term, 06 Months with possibility of extension**
Estimated Start Date : **As soon as possible**
Reference code : **SVN/CAI/2023/01**
Closing Date : **January 18, 2023**

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.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Organizational Scope & Context:

Under the overall supervision of the Head of Resources Management and direct supervision of the National Information and Communications Technology Officer, the incumbent will be responsible for providing daily technical support/troubleshooting of all computer systems and communications equipment with consideration to the needs and requirements of the mission. Specifically, the incumbent will be responsible for:

Core Functions / Responsibilities:

1. Provide end user support and ensure that all ICT Issue tickets and queries are logged and resolved appropriately, meeting or exceeding Service Level Agreements (SLA). Escalate to Regional ICT Officer, Global User Support (GUS) and supervisor when necessary and ITC colleagues in Amman for WRAPS related issues.
2. Follow all and implement ICT policies, guidelines and standard in IOM Egypt and work towards adherence to ICT strategy, to reach better efficiency.

3. Manage problem solving, support and assistance for use of office technology (including but not limited to Microsoft Windows workstation, Microsoft Office and Adobe Acrobat). Develop where necessary and provide training to staff/users to ensure productive use of existing, new systems and ICT tools and applications.
4. Provide support for planned technology upgrades for network, systems and applications; including servers and WAN/LAN, as well as support in serverless office initiative and maintain and ensure availability and capacity of existing network, systems and applications (core services) in coordination with supervisor and Global User Support.
5. Ensure 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. Prepare/update the mission ICT Business Continuity Plan (BCP) and ensure recovery functions are effective and working properly.
6. Stand by as per duty roster system prepared by the National Information and Communications Technology Officer to offer ITC support during non-working hours.
7. Install and re-locate the organizational unit's hardware, coordinate equipment servicing and manage user account and grant users with the required access to network and shared resources.
8. Maintain an up-to-date IT inventory (hardware and software) and advise the management on assets that require replacement and software license renewal in a timely manner.
9. Secure 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.
10. Manage problem solving, support and assistance for use of office technology (including but not limited to Microsoft Windows workstation, Microsoft Office and Adobe Acrobat). Develop where necessary and provide training to staff/users to ensure productive use of existing, new systems and ICT tools and applications.
11. Assist in the procurement of IT, communications, electrical and security services and equipment and maintain a complete up to date IT and communications equipment.
12. Assist in the maintenance of IPBX systems and assist in administration and maintenance of electrical and security systems.
13. Assist and support IOM users in usage various corporate application by providing users with initial troubleshooting and coordinate with Global user support (helpdesk) when needed.
14. Maintain inventory of material and/or database of information, such as, computer related equipment and software licenses, communications equipment, website content, training

material, logs or archives of information, such as computer related logs, trouble tickets, directories, website publications, registries, data warehouses, reports, etc.

15. Perform other duties as may be assigned.

Required Qualifications and Experience:

Education & Experience

- Bachelor's degree from an accredited Institution in Computer Science, Information Management, or related field, with three years of relevant professional experience
- High School degree/certificate with five years of relevant professional experience.
- knowledge of Microsoft exchange server, Microsoft Office, Windows 10 background is required.
- At least 3 years of working experience in network (LAN/WAN) design, implementation, and administration. Use of hardware/software & telecommunications facilities.
- Specialized formal training on IT systems, business software (Microsoft Office) and web-based applications. Valid Microsoft MSCE, ITIL and/or Cisco Certifications an advantage.

Languages

- Thorough knowledge of English and Arabic.

Required 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 –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.

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

Any offer made to the candidate in relation to this special vacancy notice is subject to funding confirmation.

This is a national position and as such only Egyptian citizens and legal residents with authorization to work in Egypt at the time of the application will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

How to apply:

Interested candidates are expected to submit their applications on or before **January 18, 2023- Cairo time** to [Careers | IOM Egypt](#). Late submissions will not be considered.

In addition, please note that only the applications which would have been duly done, and which would have been submitted and received through IOM website within the announced time frame would be valid and considered for the announced vacancy.

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

Posting period:

From 04.01.2023 to 18.01.2023