International Organization for Migration (IOM)

The UN Migration Agency

Open to Internal and External Candidates

Position Title	:	**Intern ICT**
Duty Station	:	**Nuremberg, Germany**
Reference Code	:	**Intern-DE1-2021-16**
Classification	:	**MSA**
Type of Appointment	:	**3-6 Months; 40hrs/week**
Estimated Start Date	:	**04 January 2022**

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.

Context:

Under the overall guidance of the Chief of Mission (CoM) and the National Resource Management Officer and under the direct supervision of the Senior ICT Assistant, the Intern will perform the following duties and responsibilities:

Core Functions / Responsibilities:

1. Assists to perform checks, updates, maintain IT items and mobile devices according to established internal procedures within the asset management, creates an overview of existing assets, reports changes and updates.

2. Assists to prepare, maintain, and update ICT files and internal databases within the user account management, support updates to data according to mission structure.

3. Assists with ongoing or planned IT procurement processes, prepares information, and provides data for delivery processes.

4. Assists to document IT devices and data for IOM Germany offices.

5. Assists in first level ICT user support and technical advice to local end-user in IOM Germany offices.

6. Performs such other duties and functions as may be assigned by the immediate supervisor and/or the CoM.

7. Optional/Additional:
    a. learn about the ticketing system (I.e. "Fresh Desk") and its features
    b. IM: job shadowing in the Information Management Team to learn about:
        i. Applications developed for IOM Germany and other IOM missions
        ii. Business requirements and analysis processes
        iii. ICT approval process
        iv. Programming, testing, release cycles
    c. MECM and Intune management
    d. Network and infrastructure overview including backup system
    e. User account creation and active directory maintenance
    f. Office 365 trainings
    g. Mobile device management

8. Power Platform and its application to IOM use cases

Required Qualifications and Experience

Education

Student or graduate; preferably in Information Technology, Computer Sciences, IT Management, or similar.

Experience

- Ability to work effectively and harmoniously in an international team
- High level of computer literacy in standard MS Office products with specific proficiency in MS Excel
- First experience in administration and maintenance of Microsoft Windows network environment (LAN/ WAN) would be an advantage
- First experience in administrative work and/or direct user support and computer and communication equipment troubleshooting would be an advantage.
- First experience in Information Technology, Computer Sciences, IT Management would be an advantage

Languages

Fluent knowledge in spoken and written English. Knowledge of other official IOM language is an advantage

Required 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

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

- 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.

- Managing and sharing knowledge continuously seeks to learn, share knowledge and innovate.

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

Other

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

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.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for Germany will be eligible for consideration.

How to apply:

Interested candidates are invited to submit their application including a CV and a cover letter not exceeding more than one page, relevant certificates and references by email to HRDGermany@iom.int (max 5 MB). Due to the volume of applications received, IOM Germany Human Resources will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

Contact
International Organization for Migration / Germany
Human Resources
Ms Lizzy Gwanihu
Email: HRDGermany@iom.int