



International Organization for Migration (IOM)

The UN Migration Agency

Open to Internal and External Candidates SPECIAL VACANCY NOTICE

Position Title : **Information Management Assistant
(Business Process Analysis and Statistics)**
Duty Station : **Berlin, Germany**
Reference Code : **SVN-DE1-2020-19-EXT**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **Special Short-Term Contract,
until 31 Dec 2020 with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **25 September 2020**

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 direct supervision Senior Information Management and Technology Assistant and the overall supervision of the National Resource Management Officer in Germany, and the general supervision of the Chief of Mission (CoM), the successful candidate will perform the following duties and responsibilities:

Core Functions / Responsibilities:

- Gather functional requirements from relevant units in the Mission that provide migrant operational assistance and services and participate together with stakeholders in developing system enhancements;
- Provide guidelines on the process, system use and the standard operating procedures of the IOM applications and functionality;
- In coordination with project managers and other relevant stakeholders, identify issues and provide solutions to business functional requirements by improving business processes and standard operating procedures considering end-to-end processes and scenarios;
- Work closely with the internal units to identify and prioritize enhancements pertaining to the Mission applications, as well as integration with other functional activities to maximize optimization and benefit of the overall process and system;
- Implement local configuration and adjustment of the IOM corporate migrant applications;

- Monitors data quality in IOM's in-house electronic application and ensures that necessary corrections of entered data are made in coordination with operational case workers;
- Compile, prepare, clean and manage data sets and prepare AVRR related statistical information and distributes them regularly to the donor and counterparts and act as focal point for HQ, RO and other IOM units;
- Assists operational staff in resolving technical issues related to IOM's in-house electronic application;
- Performs any other duties that may be assigned by the immediate supervisor and/or CoM.

Required Qualifications and Experience

Education

- University degree in Information Management and Technology or Statistical Science or a related field from an accredited academic institution, with at least three years of relevant professional experience, preferably in similar roles
or
- Completed High School degree from an accredited academic institution, with at least five years of relevant professional experience in related field.

Experience & Skills

- Working experience in Enterprise-Resource-Planning implementation and management, including troubleshooting and aligning policies and processes;
- Experience and knowledge in conducting end user training;
- Demonstrated working experience and knowledge in migrant management, return and movement management would be an advantage; Organisational skills including experience in providing administrative support of projects;
- Knowledge of SQL Server Reporting Services and administration, MS Access, MS Excel, Tableau or comparable tools;
- Strong analytical skills required, including a thorough understanding of how to interpret customer business needs and translate them into application/ operational requirements;
- Strong organizational skills including time management and consultancy skills;
- Ability to work effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds;

Languages

English (fluent) and German (fluent); 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: 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.

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 cover letter not exceeding more than one page, CV and relevant certificates and references by email to HRDGermany@iom.int. 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.

Posting period: From 17 September to 25 September 2020

Contact

International Organization for Migration / Germany
Human Resources
Corinna Bastien
Email: HRDGermany@iom.int

Questionnaire on Mandatory Requirements for Local recruitment *

IOM Germany - SVN-DE1-2020-19-EXT Information Management Assistant

1. Education

Please confirm that you hold one of the following degrees:

- Bachelor's degree in Information Management and Technology or Statistical Science, or a related field from an accredited academic institution

OR

- High School degree from an accredited academic institution

Yes No

2. Work experience

Please confirm that you have the following years of working experience:

- At least three years of relevant working experience with a Bachelor's degree
- At least five years of relevant working experience with a Secondary School Diploma

Yes No

Please confirm that you possess the following:

- Experience in analytical skills, and thorough understanding of how to interpret customer business needs and translate them into application/ operational requirements.

Yes No

- High level of computer literacy in standard MS products with specific proficiency MS Access, MS Excel, Tableau or comparable tools.

Yes No

3. Languages

Please confirm your overall level (spoken and written) in the following languages:

English: Fluent Yes No

German: Fluent Yes No

4. For non-EU citizens only

Are you currently holding a valid residence and work permit for Germany?

Yes No

Name:

Signature:

Date:

*Failure to complete the Questionnaire on Mandatory Requirements might result in disqualification from the selection process