

Open to Internal and External Candidates VACANCY NOTICE

Position Title : **ICT Assistant**
Duty Station : **Nuremberg, Germany**
Reference Code : **VN-DE1-2022-38**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **One Year Fixed-Term Contract – 12 Months (40hrs/week),
with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **03 October 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.

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.

Context:

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

Core Functions / Responsibilities:

- Coordination of the activities of the local ICT team and define priorities for the duty station Nuremberg in collaboration with the Senior ICT Assistant;
- Server and network operations and administration:
 - In accordance with the established internal procedures and in coordination with the ICT MAC/HQ installs, configures, tests and deploys server hardware and software, including Local Area Network, Storage Area Network, Operating Systems (Windows), MS Active Directory, Email, Database systems, Internet Web content filtering systems, Domain Name Server (DNS), DHCP, and various security software and network devices;

- Performs administration, operation, technical support, and monitoring of servers; undertakes troubleshooting of server systems; if the problem persists, escalates to higher level in accordance with procedures;
- Assists in identifying the need for new settings or re-engineering of the existing; implements backups of servers following standard backup procedures;
- Administer anti-virus applications, maintains the documentation of server systems, pertinent to operations and system administration;
- Desktop administration and client support:
 - Performs hardware and software configuration tasks; install and re-locate the organizational unit's hardware, coordinate equipment servicing and manage user account. 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.
 - Liaise with service providers on all ICT issues when and if necessary;
 - Coordinate and escalate issues/tasks to ICT MAC/HQ as per established procedures;
 - Prepares, maintains, and updates ICT files (electronic and paper) and internal databases;
 - Provides first and second level ICT user support and technical advice to local end-user in Nuremberg and Berlin office;
 - Diagnoses and resolves any hardware, software, or connectivity problem;
 - Provides basic training to end-users on the use of standard systems and applications. Prepares technical and user documentation and reports;
 - Detects problem patterns and recommends solutions; keeps abreast of developments in technology both in IOM and in the industry in general;
 - Assist with the procurement of hardware and network equipment. Maintains/updates the IT asset list;
- Manage problem solving, support and assistance for use of office technology in the duty station Nuremberg and other locations in Germany, if necessary. Develop where necessary and provide training to staff/users to ensure productive use of existing, new systems and ICT tools and applications;
- Act as the back-up in all functions and for both duty stations when the Senior ICT Assistant is absent;
- Perform such other duties and functions as may be assigned by the immediate supervisor and/or the CoM.

Required Qualifications and Experience

Education

Secondary school diploma and five years of relevant working experience

OR

Bachelor's degree in Information Technology, Computer Sciences, IT Management, or an equivalent combination of training and two years of relevant working experience.

Experience and Skills

- Working experience in administration and maintenance of Microsoft Windows network environment (LAN/ WAN).
- Working experience in administrative work and/or direct user support and computer and communication equipment troubleshooting. High level of computer literacy;

Languages

Fluency in English required. German is preferred. Knowledge of another official IOM language (French, Spanish) is an advantage.

Required Competencies

The incumbent is expected to demonstrate the following values and 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 under the following [link](#).

Other

IOM is committed to a diverse and inclusive environment.

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

The appointment will be subject to certification that the candidate is medically fit and verification of residency, visa and authorizations by the concerned Government, where applicable. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination against COVID-19.

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

How to apply:

Interested candidates are invited to submit their applications including a cover letter (not exceeding one page), CV and relevant certificates and references by email at iomdejobs@iom.int.

Please indicate your name, reference code and position title in the email subject.

Due to the large volume of applications, only shortlisted candidates will be contacted.

Posting period:

From 19 September 2022 to 03 October 2022

Contact:

International Organization for Migration / Germany
Human Resources Team
Niko Amoiridis
Email: iomderecruitment@iom.int