

## Open to Internal and External Candidates VACANCY NOTICE

Position Title : **Information Management Quality Assurance Assistant**  
Duty Station : **Berlin, Germany**  
Reference Code : **VN-DE1-2022-42**  
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 : **13 December 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:***

The selected candidate will be responsible for participating in the activities related to information management and reporting required by IOM Germany's projects.

Under the direct supervision of the Senior Information Management and Technology Assistant, and overall supervision of the National Resource Management Officer, the incumbent will be responsible for implementing the activities related to Information Management and Reporting required by IOM projects. Specifically, the incumbent is expected to perform the following functions:

### ***Core Functions / Responsibilities:***

1. Prepare, maintain, and execute test plans, cases, and scripts to be used against software platforms based on an analysis of user requirements, user stories, use cases, and other technical design specifications.
2. Assist in the preparation of a detailed test plan based on the overall Quality Assurance Strategy.
3. Perform software system tests as required to deliver high-quality products (e.g. load testing, sanity, functional, regression, integration, etc.).
4. Document results of tests performed during the testing phase of the project.

5. Prepare test reports and documentation on the status of the testing activities to the project team and other relevant stakeholders when necessary.
6. Monitor and track software defect resolution efforts in a timely manner.
7. Attempt to reproduce user issues documenting steps needed for testing purposes.
8. Log and track defects using project-defined defect tracking tools.
9. Supports the identification of improvements to increase the effectiveness and efficiency of the testing and support processes.
10. Supports the identification of creative solutions to complex testing issues and software support.
11. Provide tier-1 level support to resolve information management issues by liaising with the helpdesk team and/or escalating to the proper support tier for resolution when needed.
12. Participate in project team meetings.
13. Perform any other related duties as may be assigned by the supervisor.

### ***Required Qualifications and Experience***

#### **Education**

University degree in the field of Computer Science with at least 3 years of similar and/or relevant experience

OR

Secondary school/Diploma certificate with a minimum of 5 years of similar and/or relevant working experience in the field of Information Technology.

#### **Experience and Skills**

- Must demonstrate a good understanding of data management concepts such as data collection, collation, and data reporting and can cascade to other team members.
- Must have demonstrated knowledge of query generation for reporting purposes as well as Microsoft Word products: Excel, Word, and PowerPoint.
- Must have knowledge of Microsoft Excel reporting functions.
- Knowledge of SQL Server and understanding DevOps & Agile methods & SDLC is an advantage.
- Experience with the usage of test management tools is an advantage.

#### **Languages**

Fluency in English is required. Knowledge of German and/or 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](mailto: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 30 November 2022 to 13 December 2022

***Contact:***

International Organization for Migration / Germany  
Human Resources Team  
Niko Amoiridis  
Email: [iomdejobs@iom.int](mailto:iomdejobs@iom.int)