**International Organization for Migration (IOM)**
The UN Migration Agency

## Vacancy Notice 2024-05
### Open to Internal and External Candidates

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| Position Title: | **Information Technology Assistant** |
| Duty Station: | Tirana, Albania |
| Classification: | General Service Staff, Grade 5 |
| Type of Appointment: | One Year Fixed Term graded, 1 (one) year with possibility of extension. |
| Estimated Start date: | 01 March 2024 |
| Closing Date: | 11 February 2024 |

*Established in 1951, the International Organization for Migration (IOM), the UN Migration Agency, 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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.*

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

*Context:*

- 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.

- The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of refugees each year. IOM provides a range of assistance and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the

organizational responsibility to provide direction, oversight, and guidance to IOM's global support to all resettlement programs.

- Under overall supervision of Head of Office and the direct supervision of the Resource Management Officer as well as in coordination with the Project Coordinators, the incumbent will be responsible to:

*Responsibilities and Accountabilities:*

- Support the administration and monitoring of local services, systems, networks, and data; analyze and correct performance problems of network, systems, and applications and recommend solutions to enhance functionality, reliability, and/or usability; Ensure availability of information and systems with the proper management, monitoring, and troubleshooting of the backup system;

- Provide end-user support and resolve all ICT issues timely and appropriately via email, telephone call, and/or in person; take ownership of users' problems and be proactive when dealing with users' issues and escalate to Global User Support (GUS) and supervisor when necessary and accordingly to identified priority levels;

- Keep secure all IT components and timely patched, including applications, computers, network devices, CCTV systems, access controls, mobile phones, telephone systems, etc. Administer and monitor systems and workstations supporting ICT-related tasks such as patch management, antimalware, disk encryption with Bitlocker, and secure and compliant configuration of computers and mobile phones with Intune;

- Provide technical support to corporate applications and ICT standard software (e.g., Office365, SAP, Oracle, Migrant Applications, Internet security, Mobile Applications, Intune, and Bitlocker);

- Support the response with eventual security incidents affecting the local IT components, users, and applications.

- Monitor the effective utilization of communication equipment and support technical requests, interacting with local and remote users to provide assistance and troubleshooting, including support with computers, applications, telephones, printers, scanners, PBX telephone systems, mobile phones, etc.

- Assist with the monitoring and troubleshooting of workstations, LAN, and WAN equipment (e.g., Cisco Meraki, Cisco ASA Firewall, switches, Wi-Fi access points, Microsoft Intune, PBX telephone systems, and antimalware systems);

- Provide end-user training both as a technical support person in general and as a trainer for corporate applications and business processes. Provide guidance and training to junior ICT colleagues as needed;

- Produce and maintain relevant documentation and reference materials, including (but not limited to): ICT asset and software inventory, infrastructure diagrams, security documentation, etc. Recommend equipment and software replacements in a timely manner following the ICT asset lifecycle standards;

- Participate in ensuring quality and continuous improvement measures following internal ICT Standards, Guidelines, Policies, and other frameworks (e.g., NIST);

- Perform such other related duties as may be assigned.

*Required Qualifications and Experience:*

*Education:*

- Completed university degree in Computer Science, Information Technology or a related field from an accredited academic institution, with three years of relevant professional experience in Helpdesk / Service Desk roles.
- Completed high school degree from an accredited academic institution, with five years of relevant professional experience.
- Microsoft Certification (MCP or above) in Windows Server 2016 and/or Active Directory.
- Azure or AWS Associate Certification.
- Cisco Certified Network Associate (CCNA)
- Other industry certifications such as CompTIA, VCP or ITIL are a distinct advantage

*Experience:*

- Extensive experience in direct user technical support and computer, network and communication equipment troubleshooting are a distinct advantage.
- Correctly applies knowledge of specialized IT disciplines.

*Languages:*

Fluency in English and Albanian (oral and written) is required.

*Required Competencies:*

The incumbent is expected to demonstrate the following values and competencies:

*Values:*

All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

*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.

*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.

*How to apply:*

Interested candidates are invited to submit the following (all in English language) indicating the **Vacancy Notice Number (2024-05)** with a subject line "**Information Technology Assistant"** to: HumanResourcesTirana@iom.int.

- CV or Personal History Form (PHF) download here
- Cover Letter with the details of competences (including previous similar experience, if any)

- [Reference and additional information form](#) signed in each page including three professional referees and their contacts (both email and telephone) potentially previous supervisors, as well as confirming that you agree on our check for references to the referees and the requested additional information.

Internal candidates with the required qualifications are invited to submit the internal application form in English at the above e-mail address.

To download Personal History Form please refer to: https://albania.iom.int

In order for an application to be considered valid, IOM only accepts applications duly completed.

Only shortlisted candidates will be contacted.

*Posting period*: 15 January 2024 to 11 February 2024