POST DESCRIPTION

SECTION 1
Position Information

Position Title	National ICT Officer
Position Grade	NOA
Duty Station	Lilongwe
Position Number	
Job Family	ICT
Organizational Unit	Programmes
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office, Malawi
Position rated on	15 July 2023
Reports directly to	Chief of Mission
Number of Direct Reports	1

SECTION 2
Organizational Context and Scope

Under the direct supervision of the Chief of Mission (COM), the incumbent will be responsible for the planning, implementation, administration, monitoring and functionality of the Information Communication and Technology (ICT) infrastructure and systems in Malawi. S/He will specifically be responsible for the following:

SECTION 3
Responsibilities and Accountabilities

1. Supervise, coordinate, evaluate ICT staff in the Mission. Coordinate the recruitment of local ICT staff.

2. Supervise and coordinate the activities of the ICT unit in IOM Malawi Offices ensuring that all ITC requests are addressed efficiently, timely, and accurately.   Identify, develop and monitor Service Level Agreements for technical support and ensure adequate customer support.
3. In alignment with global ICT strategies, define, outline, and coordinate the implementation of local ICT workplan for the mission.
4. Keep abreast of technology changes, advice mission management and project officers on technological developments, and suggest enhancements to improve office operations and performance.
5. Support the mission management in the provisioning of efficient ICT Services. Provide support in the management of ICT resources (budget, human resources, inventory, procurement, software licensing, and capacity planning and provisioning of services)
6. Establish a proactive and close coordination with other local ICT Assistants/Officers and act as liaison with the ICT Central Team and the Regional ICT Officer
7. Actively coordinate with project managers to suggest technological solutions and/or validate technical specifications or requirements for projects containing an ICT Component.
8. Ensure that all ICT technical support requests are answered appropriately via email, telephone call or in person.
9. Ensure the required performance and stability of network and systems. Take action and make recommendations to ensure uninterrupted access to local, corporate, or cloud services (including but not limited to LAN, WAN, AWS and Azure Cloud, local infrastructure (DNS, DHCP, file/print, messaging), VPN, and Server and Virtualization)
10. Ensure that networks and systems implementations follow the global ICT standards, guidelines, and policies.
11. Coordinate and make recommendations to the Logistics/Procurement Officer in the purchase and maintenance of IT/Communication equipment of the mission. Participate in the vendor selection processes (including participating in the sourcing of vendors, analyzing bids and products, and selection of successful provider).
12. Ensure data and system integrity by setting up, administrating, and monitoring IT security systems: anti-virus, backup routines, patching, access controls and physical security.
13. Coordinate and monitor the installation, operation, monitoring and administration of network, servers, systems, and services (including but not limited to Cisco network devices, Windows Servers, communication equipment (PABX, Internet Access, video conference).
14. Coordinate, install, and monitor the functioning of standard corporate applications.
15. Identify the need, coordinate, and/or deliver end-user training for ITC staff?
16. Act as focal point at the level of the ICT group of the United Nations Agencies in Malawi.
17. Perform such other related duties as may be assigned.

Required Qualifications and Experience

EDUCATION
- University degree in Computer science, or any other degree in relevant field from an accredited academic institution with at least two years' experience.

- Relevant industry certifications such as Azure (Associate+), Microsoft Windows Server 2016+ and/or Active Directory (MCP+), Cisco (CCNA+), ITIL v3+, and others will be an asset.

EXPERIENCE

- Experience managing or leading an ICT Unit, Department or Division
- Hands on experience in Windows Server system administration and LAN/WAN networking environment
- Extensive experience in end-user technical support, and computer, network and communication equipment troubleshooting
- Work experience with international humanitarian organizations, non-government organizations in a multi-cultural setting is an advantage
- Team-work oriented, capacity to work independently; personal commitment, efficiency, flexibility, experience in working effectively and harmoniously with colleagues from varied cultures and professional backgrounds at all levels
- Demonstrated ability to work well under pressure to meet deadlines
- Strong coordination, monitoring and evaluation, analytical, project development, liaison and reporting skills.

SKILLS

SECTION 5

Languages

REQUIRED

Fluency in French and English languages is required.

DESIRABLE

Locales languages

SECTION 6

Competencies[1]

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: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

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[1] Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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 2

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 actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Managerial Competencies – behavioural indicators level 2

Leadership: provides a clear sense of direction, leads by example and demonstrates the ability to carry out the organization's vision; assists others to realize and develop their potential.

Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.

Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

SECTION 7
Signatures

1st Level Supervisor	Date
	Click here to enter a date.
2nd Level Supervisor	Date
	Click here to enter a date.

Submit your application to:

Email: [lilongwevacancy@iom.int.](mailto:lilongwevacancy@iom.int)

Closing date for submission is on 28 July 2023

Only Shortlisted Candidates will be contacted.