



International Organization for Migration (IOM)
The UN Migration Agency

Position Title : **ICT Assistant**
Duty Station : **Lilongwe, Malawi**
Classification : **General Staff, G5**
Type of Appointment : ***Special Short-Term***
Estimated Start Date : **As soon as possible**

Closing Date : **March 4, 2024**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates

Context:

Under the overall supervision of the Chief of Mission and the direct supervision of Resource Management Officer, the successful candidate will be responsible for providing daily technical support to colleagues, and troubleshooting of all ICT infrastructure in IOM Malawi, with consideration to the needs and requirements of the sub-office where applicable.

The successful candidate would be responsible to assist managing the information and communication (ICT) infrastructure of IOM Malawi, providing onsite/ real-time assistance to colleagues, providing technical assistance to programmatic interventions, reviewing the equipment use/ modification in line with IOM ICT policies, and providing general assistance as required from time to time.

Core Functions / Responsibilities:

1. Assist the Implementation, management and maintenance of Information Technology and Communication services and network.
2. Provide onsite assistance to the above-mentioned systems and services.
3. Installation, configuration and upgrading of servers, backup systems, official computers and software used in the mission.

4. Maintain communication systems/ equipment including, mobile lines, PABX, VoIP, sat-phones, Internet access, and all other communication related devices and matters.
5. Support data and system integrity by setting up and administrating ICT security systems: anti-virus, backup routines, access controls, firewall and physical security.
6. Provide appropriate ICT training to all users in the mission.
7. Follow IOM ITC Standards and liaise with IOM ICT departments in the IOM HQ (Manila, Panama and Geneva) for the installation and running of VPN-access to the WAN.
8. Maintain regular updates to the technical documentation for the voice and data networks.
9. Maintain/follow up appropriate maintenance contracts for all ICT equipment.
10. Maintain necessary documentation and inventory for system maintenance and support procedures in the mission.
11. Assist where applicable, in the design of database systems and applications as required by local specifications and providing technical support to users.
12. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- High School/Certificate in MIS/Computer Science/ Telecommunications/ Engineering or a related field from an accredited academic institution with five years of relevant professional experience; or
- University degree or its equivalent Management Information System, Computer Science, Computer Engineering, or a related field from an accredited academic institution with at least three years of relevant professional experience.

Experience

1. Work experience in ICT or a related field is required.
2. A holder of relevant certification (Microsoft or Cisco) will be an advantage.
3. Ability to develop and maintain databases using Microsoft products will be an advantage.
4. Experience in managing computer networks preferably Windows 2008 Server and Client.
5. Hands-on knowledge of the use and support for MS Office products.
6. Excellent verbal and written communication/management reporting skills.
7. Proficiency in adhering to directives and executing policies and procedures through virtual channels.
8. Ability to work and contribute as a team member in systems implementation.
9. Ability to work under minimal supervision.

Languages

Required

Fluency in both written and spoken English and Chichewa is required.

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.

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.

How to apply:

Interested candidates are invited to submit their applications via email to lilongwevacancy@iom.int

Closing date for receiving applications is 4th March 2024

Only shortlisted candidates will be contacted.

Posting period:

From 20.02.2024 to 04.03.2024