International Organization for Migration (IOM)
The UN Migration Agency

IOM VACANCY ANNOUNCEMENT

SVN/2024/008 – IOM-ZM

Open to Internal/External Candidates

Position Title: **Information Technology Support Assistant**
Duty Station: **Lusaka, Zambia**
Classification: **G4**
Type of Appointment: **SST Graded** *(6 months with possibility of extension)*
Estimated Start Date: **As soon as possible**
Closing Date: **31 March 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.

Context:

Under the overall supervision of the Resource Management Officer, and the direct supervision of the Information Management & Technology Assistant, the incumbent candidate will assist with the responsibilities of daily technical support to users, installation, operation and maintenance of computer systems, hardware peripherals and implementation requirements for IOM Lusaka. He/she will oversee daily incoming communication to the ICT Unit, open help desk tickets as appropriate, troubleshoot and correct minor ICT issues and route more complex ICT Issues to the IM & T Assistant:

Core Functions / Responsibilities:

1. Serve as the first level and frontline for helpdesk technical support requests, interacting with local and remote users to provide assistance and troubleshooting. Provide on-site technical support visits to IOM office, if necessary.
2. Provide technical support to corporate applications and ICT standard software (e.g. Office365, SAP, Internet security, Mobile Applications);
3. Provide technical support with the installation and maintenance of servers, computers, and peripherals
4. Assist to install new hardware including PC, laptops, servers, printers, and software and periodically performs system clean-up.
5. Support hardware malfunctions or connectivity problem with minimum delays.

6. Assist with the monitoring of workstations, LAN, and WAN equipment (e.g. Firewall, switches, Wi-Fi access points, backup and antivirus systems).
7. Contribute with system upgrades and IT infrastructure changes ensuring compliance with ICT Standards and other relevant ICT instructions.
8. Monitor inventory levels and alert supervisor when low thresholds are reached.
9. Help to maintain an IT inventory of active and retired equipment
10. Serve as a resource to users who are experiencing computer problems and troubleshoots issues related to access, online connection, file storage, and application functionality.
11. Support and maintain the mission's communication systems/equipment including, PABX, VOIP services, internet access, video conference services all other communication related matters.
12. Perform any other related duties as may be required or assigned.

Required Qualifications and Experience

Education

- Bachelor's Degree or equivalent in Information Technology, Computer Science or related field from accredited institution with at least two years of relevant professional experience. Or

- High School degree, ICT Certification, and four years of relevant professional experience in a LAN/WAN networking environment .

Experience

- Extensive experience in direct user technical support and computer, network and communication equipment troubleshooting are a distinct advantage.

- Relevant experience in the field of ICT including operational and field experiences.

- Work experience in LAN/WAN networking environment.

- Working knowledge of windows server 2012/2016/2019 software in a multisite environment. Microsoft Exchange Server 2013, TCP/IP Protocol, Cisco Device configuration, Windows 10, 11 administrations.

- Ability to work in challenging work environment.

- Customer service, teamwork, relevant experience.

- Good knowledge of: Windows OS, Office365 and networking. VOIP and other IOM approved software as may be required.

- A minimum of 3 years working experience with UN Agencies, International humanitarian organizations or government institutions in a multi-cultural setting;
- Ability to understand confidentiality.
- Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds.

Languages

Fluency in English (oral and written) and working knowledge of local languages spoken in the duty station.

Required Competencies

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

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

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.

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Appointment will be subject to certification that the candidate is medically fit for appointment,

How to apply:

Interested applicants should submit their electronic applications (Motivation letter and CV only) addressed to Resource Management Officer (RMO), IOM Lusaka using Recruitment email address: iomlusakarecruitment@iom.int not later than **31 March 2024.** Please remember to quote the Vacancy No. **SVN/2024/008 – IOM-ZM** and position title:

Information Technology Support Assistant in the subject line. Applications with wrong titles in the subject lines will not be considered.

Fill in below online survey once you have sent an email application.

Interested and qualified? Go to: https://forms.office.com/e/fEKtN136VBly

WELL QUALIFIED CANDIDATES, PARTICULARLY FEMALES ARE STRONGLY ENCOURAGED TO APPLY.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED

Posting period: **From: 20.03.2024 to 31.03.2024**