Open to Internal and External Candidates

Position Title: ICT Technical/User Support (Tier 2) – Applications (2 Vacancies)

Duty Station: Manila (Global) Administrative Centre (MAC)

Classification: General Service Staff/G-5

Type of Appointment: Special Short Term, Six Months with possibility of extension

Estimated Start Date: As soon as possible

Closing Date: October 5, 2018

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. 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 position is based in Manila Administrative Centre (MAC), headed by the Director of MAC. Information and Communications Technology (ICT) is one of the divisions with its operations delocalized to MAC.

Under the overall supervision of the Head of Global User Support, and the direct supervision of the Shift Supervisor (Tier 2), the incumbent will provide second-level (Tier 2) user and technical support and services to users of IOM’s corporate applications and infrastructure worldwide, promoting a client and service-oriented approach.

<table>
<thead>
<tr>
<th>Applications</th>
<th>Skill Set Needed</th>
<th>Area</th>
<th>Skill Set Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRISM</td>
<td></td>
<td>HR</td>
<td>SAP Modules: OM, PA, Payroll, TM, Erec, Self - Service Portal</td>
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<td></td>
<td></td>
<td>Basis</td>
<td>SAP end- user client installation, Account Management</td>
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Core Functions / Responsibilities:

1. Issue ticket ownership – open, update, and close tickets assigned, meeting or exceeding Service Level Agreements (SLA)
   a. Take ownership of user problems and be proactive when dealing with user issues.
   b. Provide Tier 2 level support, immediate diagnosis and workarounds for reported incidents.
   c. Assist in determining root causes and resolution for problems raised by reported incidents.
   d. Escalate to Tier 3 supervisor and/or specialists in areas of network, systems and applications, according to identified priority levels when necessary.
2. Coordinate cases and required actions in monitoring systems, network, and applications resulting from routine control of automated tracking system, servers and data on assigned shifts.
3. Perform agreed tasks and collaborate with relevant units, when assigned, for joint development and delivery of systems, network and new and existing applications.
4. Provide support, and/or assume lead role when required, for planned technology upgrades. Perform implementation and administration of system, application and infrastructure components. Provide end-user training both as a technical support person in general and as a trainer for appropriate business process courses when necessary.
5. Produce and maintain comprehensive documentation and reference materials for planned and delivered global user support when assigned.
6. Assist in analyzing performance problems of network, systems and applications and recommend solutions to enhance functionality, reliability, and/or usability.
7. Support in elaboration and testing of scenarios for implementation.
8. Establish technical relationship and collaboration with other pertinent department/units – and with other IT personnel, partners, suppliers and providers – to identify opportunities for optimizing business and system effectiveness.
9. Participate proactively in face to face shift turnover meeting and contribute to ensure continuity of the support service.
10. Perform any other duties as assigned by supervisor.

Required Qualifications and Experience

Education

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<td>PRISM</td>
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<td>HR</td>
<td>University Degree in Business Administration, Human Resource Management</td>
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<td>FI</td>
<td>University Degree in Accounting, Business Administration</td>
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<td>University Degree in Computer Science, Information Technology</td>
</tr>
</tbody>
</table>
Relevant university degree (as above) 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;

Specialized formal training on IT systems, business software (Microsoft Office), web-based applications, .NET applications, Mobile Applications, SharePoint, SAP HR and Financials; as applicable for the position.

Valid and relevant Microsoft, Cisco, and/or ITIL Certifications an advantage.

Experience

Demonstrated experience in user and technical support with one year of which in shift/team lead role in the area of:
  o project management practice;
  o information management;
  o infrastructure and networks;
  o disaster recovery; and
  o global user support.

NOTE:
Working Hours: Work in any of the shifts scheduled, including holidays and weekends to provide a 24/7 global user support.

Languages

Fluency in English is required. Working knowledge of French and/or Spanish an advantage.

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.

**How to apply:**
In order for an application to be considered valid, IOM will only accept applications which should include a cover letter (not more than one page) and résumé highlighting the required education and experience or a duly completed IOM Personal History Form. To access the form, please visit [https://www.iom.int/sites/default/files/vacancy/MAC/iom-personal-history-form1.xlsx](https://www.iom.int/sites/default/files/vacancy/MAC/iom-personal-history-form1.xlsx)

Interested applicants may send their applications to machrsupport@iom.int no later than **05 October 2018**. VN Number and Position Title (**SVN 013/2018 – ICT Technical/User Support (Tier 2) – Applications**) should be specified in the SUBJECT field.

Applications from qualified female candidates are especially encouraged.

Only short-listed candidates will be invited for an interview.

**Posting period:**
From 21.09.2018 to 05.10.2018