



International Organization for Migration (IOM)  
The UN Migration Agency

**VN/MY10/2021/003**

**Open to Internal and External Candidates**

Position Title : **ICT Assistant**  
Duty Station : **Kuala Lumpur, Malaysia**  
Classification : **General Service Staff, Grade G4**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**

Closing Date : **March 23, 2021**

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.

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:***

Under the overall supervision of the Resource Management Officer and the direct supervision of the Senior ICT Assistant, the successful candidate will be responsible for providing ICT assistance to the projects/programmes being implemented in the office.

***Core Functions / Responsibilities:***

1. Perform helpdesk support:
  - a. Provide Tier 1 level support, immediate diagnosis and workarounds for reported ICT incidents.
  - b. Assist in determining root causes and resolution for problems raised by reported incidents.
  - c. Escalate to Supervisor and/or Global User Support in areas of network, systems, and applications, according to identified priority levels.
2. Assist in the security of various systems and network components, including access to the ICT resources and protection against viruses and malware.
3. Assist in the maintenance and installation of desktop computers and laptops (software/hardware) and peripherals – including relocation of IT hardware as well as create and archive user home drives and profiles.
4. Assist in the back-up programmes and coordinate with Senior ICT Assistant to ensure strict and timely implementation.

5. Assist in the receipt, installation, testing and proactive maintenance of the telecommunication system to avoid disruption of service. Perform minor repairs on hardware equipment, as required.
6. Assist in the monitoring and update of IT and telecommunications inventory and assist in the preparation of annual ICT budget and relevant ICT reports.
7. Perform any other duties as may be assigned.

## ***Required Qualifications and Experience***

### **Education**

- Diploma in IT with at least four years of experience or University Degree in IT with at least two years of experience in Computer Sciences, Information Technology, or related fields of study, with specialized formal training on IT systems, business software, and web-based applications

### **Experience**

- Knowledge of Windows, Exchange Server Administration TCP/IP, IP Telecoms, Network Protocols, Cisco devices, VPN, VOIP, MS Office Antivirus Software and utilities.
- Ability to provide IT Technical Support with a service-oriented and customer-satisfaction mindset; focused on quick and positive response/feedback to clients.
- Experience in working with international humanitarian organizations in a multi-cultural setting is an advantage

### **Skills**

- Excellent troubleshooting skills in determining and providing solutions, and able to manage workload priorities for assigned tasks.

### **Languages**

- Fluency in **English** and **Bahasa Malaysia** 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**

- Teamwork: Fosters a sense of team spirit by developing a shared understanding, accountability and enthusiasm for the team's work. • Displays a high level of cultural awareness, sensitivity to different ways of working and leverages individual strengths in order to build a better team. • Shares credit for team accomplishments and ensures that the contribution of others is recognized. • Helps create a positive team spirit, putting aside personal considerations to help the team achieve its goals.
- Delivering results: Produces high-quality results and workable solutions that meet clients' needs. • Anticipates constraints, identifies solutions and takes responsibility

- for addressing critical situations. • Monitors own and others' work in a systematic and effective way, ensuring required resources and outputs. • Aligns projects with Organization's mission and objectives and demonstrates a good understanding of the impact of team's and own work on external and internal counterparts.
- Managing and sharing knowledge: Disseminates and shares knowledge openly and actively contributes to knowledge/network communities for topics relevant to area of expertise. • Encourages knowledge-sharing across units/departments and ensures that knowledge is captured, recorded and disseminated appropriately. • Builds networks for the effective communication and exchange of knowledge and ideas and puts others into contact with various sources of knowledge. • Contributes to an environment that is conducive to innovation and learning.
  - Accountability: Proactively seeks responsibility in delivering towards the goals of the Organization. • Plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated. • Stands by the actions of team or department, publicly accepting ownership. • Takes responsibility of own shortcomings and those of the work unit, where applicable.
  - Communication: Speaks and writes clearly and effectively. • Seeks to share information with others, with due respect for diversity and the confidentiality of specific sensitive information. • Listens and seeks to understand without bias and responds appropriately. • Shares information and keeps others up to date; actively seeks others' views and ideas and respects their contribution.

### ***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.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

### ***How to apply:***

Interested candidate are invited to submit their application via email to [vnionkualalumpur@iom.int](mailto:vnionkualalumpur@iom.int) indicating the reference code above (VN/MY10/2021/003) as subject. The deadline for applications is **March 23, 2021**.

### **Applications should include:**

- a) a cover letter, indicating the dates of availability;
- b) a curriculum vitae;
- c) duly completed IOM Personal History Form (may be downloaded here  [PHF \(1\).xlsx](#))

### **Only shortlisted candidates will be contacted**

**Posting period:** March 10 to March 23, 2021