Open to Internal and External Candidates

Position Title: Change Management Assistant (ICT Projects Focal)
Duty Station: Manila (Global) Administrative Centre (MAC)
Classification: General Service/G-4
Type of Appointment: Fixed term, one year with possibility of extension
Estimated Start Date: As soon as possible
Closing Date: 08 August 2019

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:
In ICT, projects implemented revolve around the introduction of new technology, applications, and processes that impact and change the way staff work. For such changes to be sustainable and for the benefits of such implementations be realized quicker, staff must be assisted along their individual change journeys through various change management activities.

The CM Assistant position falls under the ICT Division and is based in the Manila Administrative Center (MAC). It is under the overall supervision of the Head, Project Management Practice and under the direct supervision of the Change Management Coordinator, also based in the MAC.

The successful candidate will assist in the implementation of change management activities for global ICT-related projects for the purpose of raising awareness, getting buy-in, building and sustaining knowledge and ability, and reinforcing the sustainability of the change.

Core Functions / Responsibilities:
Assist in the implementation of change adoption activities over global ICT initiatives, key among these are activities related to awareness raising and capacity building:

- Support change management activities for ICT projects (e.g., developing, designing and disseminating awareness raising materials/communication to promote ICT products).
- preparation, organization and conduct of ICT project-related training, in coordination with relevant ICT staff.
- development and dissemination of ICT project-related awareness-raising materials
- development and maintenance of user guides and training materials (user guides, video guides, PPTs, handouts, SOPs) of key ICT projects.
- promote the use of ICT products (e.g. Office365, Intranet, Password Reset Tool, etc) and standards within the Organization, provide support on the use of these products.
- help assess the use and usability of implemented ICT products.
  - Promote ICT internally through the development (draft and layout) of ICT-related communication materials (Alerts, newsletters, PPTs, infographics, etc,) and its dissemination through relevant media (email, posters, the Intranet, Yammer, etc)
  - Act as focal for the development of surveys for the Organization.
  - Support the Intranet as an internal communications tool:
    - Assist in the maintenance of the Intranet
    - Monitor and maintain Intranet issues; Provide Tier 1 and Tier 2 support to users on the DMS and the Intranet.
  - Perform such other duties as may be assigned.

**Required Qualifications and Experience**

**Education**
- University degree in Media and Communication, Visual Communication, Publishing, Journalism, Marketing, or a related field from an accredited academic institution, with two years of relevant professional experience in media production and/or communication, publishing or journalism; or
- Completed High school degree from an accredited academic institution, with four years of relevant professional experience;
- Organizational Change Management certification an advantage.

**Experience**
- Demonstrated experience in the application of change management methodologies, approaches and activities (e.g., awareness raising, sponsorship building, capacity/knowledge building, reinforcement, benefits realization) an advantage;
- Excellent analytical skills and attention to detail;
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts;
- Demonstrated skills in publication design and layout.
- General knowledge of web technologies, preferably Microsoft SharePoint tools;
- Experience in the support of an enterprise intranet and internal communication tools;
- Working experience in a multicultural environment.

**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

Interested applicants may send their applications to machrsupport@iom.int no later than 08 August 2019. VN Number and Position Title (VN 048/2019 – Change Management Assistant (ICT Projects Focal)) 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 25.07.2019 to 08.08.2019