



International Organization for Migration (IOM)
The UN Migration Agency

SPECIAL VACANCY NOTICE IOM/JUBA/SVN2022/07

Open to Internal and External Candidates

Position Title : **ICT Assistant**
Duty Station : **Juba, South Sudan**
Classification : **General Service Staff G5**
Type of Appointment : **Special Short Term, 6 months with a possibility of an extension**
Estimated Start Date : **As soon as possible**
Closing Date : **February 25, 2022**

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. External and internal candidates are eligible to apply for this vacancy. For the purpose of the vacancy, internal candidates are considered as first- tier candidates.

Scope and Context.

IOM in South Sudan has a broad range of programming centered around three broad areas: Humanitarian Coordination and Support; Humanitarian response and Resilience; and Peacebuilding, Transition, and Development. Humanitarian Coordination and support includes leading/co-leading the Camp Coordination and Camp Management (CCCM) and Shelter and Non-Food Items (NFI) Clusters, Displacement Tracking Matrix (DTM), Water, Sanitation and Hygiene (WASH) and management of WASH and Shelter and NFI Core-pipelines, Humanitarian Hubs and common transport services. Humanitarian response and Resilience includes CCCM, WASH, Shelter & NFI, Health, Protection, Gender equality and inclusion, Mental health and Psychosocial support and the Management of a Rapid Response Fund. Under Peacebuilding, Transition and Development, IOM South Sudan implements programming on Housing, Land and Property Page issues, Transition and Recovery, Transhumance conflict prevention, Community-based violence reduction, Community development and Migration Management.

Under the overall supervision of the Information Management and Technology Officer, in close collaboration with Head of Resources Management Unit, the incumbent will provide support in the administration, development, maintenance and troubleshooting of all IOM South Sudan in-house IMT Infrastructure and Application Systems.

Roles and Functions.

1. Provide technical support and assistance to end-users.
2. Provide support in the maintenance of present and upcoming IT equipment and applications.
3. Configuration of desktops and laptops for IT Services such as Internet, access to network resources, email, and others.
4. Providing active IT/Network support to all field offices by phone/mail or through scheduled field visits.
5. Creates and manages SharePoint and OneDrive needed by different units in South Sudan.
6. Provides support in Office 365 apps such as PowerBI, Power Automate and other related office 365 applications.
7. Support in the administration of application system by carrying out user management, configurations management, installation and configuration, performance tuning, data integrity, security, recovery etc.
8. Assist in database development activities such as database design, development of complex queries, and custom reports to meets users reporting requirements.
9. Assist in creating Online Surveys using different cloud platforms stated in the ICT Standards
10. Support the ICT Developer in the development of application systems to meet needs and requirements as identified for IOM South Sudan Mission as well as support in the maintenance and enhancement of already existing application systems.
11. Provide support in the preparation of user manuals and technical documents of application systems.
12. Any other duties as may be assigned.

Qualifications:

(Education and Experience)

Completed university degree from an accredited academic institution preferably in Computer Science or a combination of relevant education and professional experience.

Experience

- Minimum 3 year of experience in the use of computer programs and databases (e.g. Microsoft Excel, Microsoft Word, Microsoft Access, SQL Server, MySQL, web-based application development tools (C#, ASP.NET MVC, etc) and other enterprise database system).
- High sense of confidentiality
- Availability to move in the field in basic leaving conditions
- Basic report writing skills;
- Good computer skills: knowledge of MS Word, Excel, PowerPoint, and email/internet software

Desired Competencies.

Behavioral

- Accountability – takes responsibility for action and manages constructive criticisms
- Client Orientation – works effectively well with client and stakeholders
- Continuous Learning – promotes continuous learning for self and others
- Communication – Listens effectively and communicates clearly, adapting delivery to the audience
- Creativity and Initiative – Proactively develops new ways to resolve problems
- Leadership and Negotiation – Presents goals as shared interests
- Performance Management – Provides constructive feedback to colleagues
- Planning and Organizing - Identifies priority activities and assignments for self and others
- Professionalism - displays mastery of subject matter
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation.
- Technological Awareness - Proactively identifies and advocates for cost-efficient technology solutions
- Emergency and Crisis - Works effectively in high-pressure, rapidly changing environments

Technical

- Delivers on set objectives in hardship situations.
- Effectively coordinates actions with other implementing partners.
- Works effectively with authorities, stakeholders, beneficiaries, and the broader community to advance global objective.

Languages

Thorough knowledge of oral and written English, Arabic and working knowledge of local languages essential.

Method of application.

Interested candidates are required to complete the information in this link <https://ee.humanitarianresponse.info/x/#Yi5g> and submit a letter of motivation and curriculum vitae marked “**ICT Assistant**” through e-mail: vss@iom.int. Applications sent through email need to reflect the position title and vacancy number on the subject line.

Note: Incomplete applications will not be considered valid.

Women are highly encouraged to apply

Deadline for applications: 25 February 2022. Only short-listed applicants will be contacted.

Posting Period: 11 February 2022 to 25 February 2022