Open to Internal and External Candidates

Position Title:	**Senior Information and Communication Technology (ICT) Assistant**
Duty Station:	**Port Moresby, Mt. Hagen & Lae, Papua New Guinea**
Classification:	**General Service Staff**
Type of Appointment:	**G6 (One Year Fixed Term), several positions**
Estimated Start Date:	**As soon as possible**
Closing Date:	**17 March 2024**

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.

IOM is committed to a diverse, equitable and inclusive work environment and strongly **encourages applications from persons of all genders, persons with disabilities, LGBTIQ+ individuals, and persons from minoritized racial or ethnic groups**.

With the aim of promoting an inclusive work environment, IOM has in place a series of policies for staff members, such as parental leave, flexible working arrangements, respectful workplace policy, reasonable accommodation for persons with disabilities, and other family-friendly policies.

IOM has a policy of zero tolerance of sexual exploitation and abuse, sexual harassment, fraud, abuse of authority and discrimination. All IOM personnel have to adhere to the IOM standards of conduct and abide by relevant policies put in place in order to maintain a respectful and inclusive work environment.

Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Context:

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 has been operating in Papua New Guinea (PNG) since 2001, working on complex emergencies and providing humanitarian relief while building capacity of the Government for better migration management. Operating through its Country Office in Port Moresby and 12 field-offices across the country, IOM's programmes focus on disaster risk reduction, emergency preparedness and response, peacebuilding, labour mobility and human development, climate change, countering trafficking in persons, immigration and border governance, legal identity, protection, assisted voluntary return and reintegration, migration, and health.

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Core Functions / Responsibilities

Under the direct supervision of the National Information and Communication Technology (ICT) Officer in Port Moresby, and overall supervision of the Head of Resources Management, and in close coordination with HQ IBG IMCT the Regional Information Management Technology (IMT) Officer and relevant central ICT units, the Senior ICT Assistant will be responsible to support the provision of ICT solutions and services in the respective field office including end user support. The role is essential for maintaining efficiency and effectiveness of the office's IT networks and systems, contributing to the overall organizational productivity in alignment with IOM ICT Strategy, policies, and standards:

1. Provide end user support and ensure that requests, issues, and incidents are addressed within established service level of agreement (SLA):
2. Take ownership of users' request/issues open, update, and close them in the helpdesk ticketing system.
3. Provide Tier 1 & Tier 2 level technical support such as immediate diagnosis and workarounds for reported incidents.
4. Log all actions and steps taken to respond to an incident or to complete a request.
5. Assist in determining e root causes and propose resolution for problems raised for reported incidents.
6. Escalate to ICT Officer when necessary and according to the identified priority level of the issue.
7. Implement IOM ICT Standards and IOM ICT Policies and Guidelines regarding networks, systems, telecoms, ICT services, equipment usage, procurement of ICT equipment and information security.
8. Create and maintain comprehensive documentation and reference materials for planned and delivered ICT systems in the office and update the supervisor of the planned changes in advance.
9. Perform daily monitoring and maintenance of systems and networks and assist in analysing performance problems and recommend solutions to enhance functionality, reliability, and/or usability.
10. Assist in responding promptly to information security incidents, mitigate and maintain IT Risks Register and escalate complex issues to the relevant specialist teams/units for resolution.
11. In coordination with the Regional Office and Central ICT information Security Unit assist in the roll out of cyber security efforts.
12. Assist in updating regular operating systems and software patches/firmware for workstations and devices to maintain security and protection against threats and vulnerabilities.
13. Assist in the implementation and evaluation of digital solutions and liaise with the information management team to support and maintain mission data systems and analytics.
14. Maintain an up-to-date inventory of ICT software licenses and of ICT equipment in coordination with asset unit, and advice the owners/management about assets that require replacement and the licenses that require renewal in a timely manner.
15. Contribute to the Business Continuity and Disaster Recovery Plans for mission databases and other ICT related services. Support and monitor completion and

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accuracy of server's backup plans and follow-up that simulation is carried out regularly to enable timely recovery when required.

16. Deliver ICT trainings to end users to facilitate productive use of existing and new systems and tools available in IOM.
17. Assist in liaising with service providers for the provision of adequate ICT services and supplies.
18. Perform other related duties as required by supervisor.

Required Qualifications and Experience

Education

- University degree / (High school or diploma) in computer science or a combination of relevant education.
- Certification in any of the following (ITIL V4, MS AZ-900, MS AZ-104) is an advantage.

Experience

- Four years for university degree's holder, or six years for diploma (or High school) degree's holder professional experience in networking environment (LAN/WAN) and Tier-1/2 level network/desktop support.
- Experience working with specialized international agencies (UN Agencies, International Organizations, and International NGOs) advantageous.

Skills

- Demonstrated ability to troubleshoot and resolve hardware and software problems.
- Knowledge of O365 applications.
- Knowledge of Windows Administration at multi-site environment.
- Knowledge of MS Azure environment and cloud computing Knowledge of TCP/IP and Telecoms/Network protocols, Cisco devices, VPN, Active directory, Backup and Replication, Ticketing systems, Antivirus Software, and ICT utilities.
- Ability to deliver end user training.

Languages

For this position, fluency in English is required. Working knowledge of Tok Pisin would be an advantage.

Required Competencies

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

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VALUES - All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected, and fairly treated.

CORE COMPETENCIES - Behavioral indicators – Level 2

- 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 of achieving the Organization's priorities and assumes responsibility for own actions and delegated work.
- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring, and motivational way.

MANAGERIAL COMPETENCIES - Behavioural indicators – Level 2

- Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

Other

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Only candidates residing in either the duty station or from a location in a neighboring province that is within commuting distance of the duty station will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for

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individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process. Accommodation is not provided.

How to apply

Interested candidates are invited to submit their applications via email or hand deliver by **17 March 2024** at the latest, referencing **(VN/2024/011 - Senior Information and Communication Technology (ICT) Assistant)** at the subject line.

Kindly send your applications with your cover letter and CV to: **iompnghr@iom.int**
Interested applicants are to address their applications to:

> **Human Resources Team**
> **International Organization for Migration (IOM)**
> **PO Box 1876 Port Moresby**
> **Level 3, Cuthbertson House, Cuthbertson Street**
> **Downtown NCD, Papua New Guinea**

Only shortlisted candidates will be contacted.

Posting Period
From 04.03.2024 to 17.03.2024.

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training, or other fee). IOM does not request any information related to bank accounts.

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