

VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **Senior ICT Assistant**
Reference No : **VN/UG/013/2023**
Duty Station : **Kampala, Uganda**
Classification : **General Service Staff, Grade G6**
Type of Appointment : **Fixed Term**
Estimated Start Date : **As soon as possible**
Closing Date : **21st June 2023**

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

Background and Context:

Under the overall supervision of Senior Resource Management Officer of IOM Uganda, direct supervision of the Information Communication and Technology Officer and in close coordination with the ICT Central Team, the successful candidate will provide the necessary Information Communication and Technology (ICT) support to the IOM Uganda Country Office (CO) and its field offices, and also be responsible for managing the ICT Systems and Network Infrastructure of IOM Uganda offices in close coordination with Global Support Unit:

Core Functions / Responsibilities:

1. Provide guidance, training, and supervision to junior staff in the ICT unit.
2. Monitor end user support and verify that all ICT Issues and queries are resolved and answered appropriately via email, telephone call and/or in person.
3. Take ownership of user problems and be proactive when dealing with user issues.
4. Provide Tier 1 & Tier 2 level technical support such as immediate diagnosis and workarounds for reported incidents.
5. Log all actions and steps taken to respond to an incident or to complete a request.
6. Determine root causes and propose resolution for problems raised by reported incidents or escalates to ICT Officer and Global Support (GUS) when necessary.
7. Escalate to ICT Officer and Global User Support (GUS) when necessary and accordingly to identified priority levels.
8. Perform agreed tasks and collaborate with relevant units, when assigned, for joint development and delivery of systems, network and new or existing applications.

9. Implement IOM IT Standards and IOM IT Policies and Guidelines regarding networks, systems, telecoms, ICT services and equipment usage IT procurement and information security.
10. Support Project Managers in evaluation of technical requirements and specifications for project proposals with an ICT component.
11. Monitor the installation, configuration, implementation, and monitor network connectivity (LAN/WAN/Wireless Access Points/VPN/servers) and communication systems (Landlines, PABX, Internet, Video conferencing), ensuring uninterrupted service of mission-critical systems.
12. Assist in coordinating planned technology upgrades. Perform implementation, monitoring and administration of system, application and infrastructure components (Including but not limited to Windows 10 and above, Windows Server 2012 and above, MS 365, IOM-specific software, PACS, and other related services or products).
13. Supervise the installation and re-location of the organizational unit's hardware, coordinate equipment servicing and manage user accounts.
14. Develop and provide end-user training both as a technical support person in general and as a trainer for appropriate business process courses when necessary.
15. Produce and maintain comprehensive documentation and reference materials for planned and delivered ICT systems in the mission and update global user support of planned changes in advance
16. Maintain an up-to-date record of ICT Hardware and software inventory in coordination with Procurement stores unit, and advise the supervisor on assets that require replacement and/or software licenses renewal in a timely manner.
17. Supervise the regular updates of the End points tools such as antivirus, Intune, Z-scaler, BitLocker and patches for operating system and other software and the distribution of the updates to all the workstations
18. Contribute to the BCP and Disaster Recovery Plans for mission ICT related services. Support and monitor completion and accuracy of server's backup plans in line with IOM ICT standards.
19. Perform such other related duties as may be assigned.

Required Qualifications and Experience

Education

- University/Institute Degree in Information Technology or Computer Science from an accredited academic institution, with minimum 5 years of working experience in a relevant profession.
- Relevant Industry Certifications such as Microsoft (Azure, Windows Server & Workstation), Cisco (CCNA+), ITIL, CompTIA, Software Development and others can be an added advantage.

Experience

- Implementing, maintaining and monitoring networks (LAN, WLAN, WAN).
- Supervision and personal orientation of support area
- Experience in designing, implementing, and managing ICT systems is highly desirable.
- Working in a multicultural environment with others with diverse professional backgrounds is required.
- Able to handle a heavy workload efficiently with minimal supervision and understanding of the importance of close teamwork is highly appreciated
- Emergency and disaster response training is an added advantage
- Discreet, innovative, details and clients-oriented, patient and willingness to learn new things.

Skills

- ICT troubleshooting and analytical skills.
- Ability to present ideas in a user-friendly language to non-technical staff.
- Excellent writing and communication skills.
- Ability to work well under pressure to meet deadlines.
- Programming skills can be an added advantage

Languages

Fluency in English (oral and written) is required. Knowledge in French and Spanish is advantageous.

Required Competencies

Values

- **Inclusion and respect for diversity** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **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 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:

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.

Interested applicants may send their applications to hruganda@iom.int no later than **21st June 2023** Reference Number and Position Title (VN/UG/013/2023 – Senior ICT Assistant-Kampala, Uganda) should be specified in the SUBJECT field.

Required: After sending your application through hruganda@iom.int. **YOU ARE REQUIRED** to fill in the recruitment Questionnaire using the link: - [Pre-Screening Form](#).

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

Posting period: From 07th June 2023-21st June 2023