



IOM Poland CALL FOR APPLICATIONS

Reference Number : **PLCFA22-014**
Position Title : **Field ICT Assistant**
Duty Station : **Rzeszów, Poland**
Type of Appointment : **Special Short-Term Ungraded Contract**
Closing Date : **Open-ended**

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. The International Organization for Migration (IOM) is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to: assist in meeting the growing operational challenges of migration management; advance understanding of migration issues; encourage social and economic development through migration, and; uphold the human dignity and well-being of migrants.

IOM has been active in Poland since 2002 under an agreement with the Polish government and conducts various migration programs, including activities supporting the integration of male and female migrants into Polish society. IOM in Poland implements projects aimed at the private sector to promote ethical recruitment, respect for the rights of migrants and migrant women as well as the elimination of forced labour from value chains and the prevention of human trafficking.

Context:

Under the direct supervision of the Head of Resource Management and the overall supervision of RO Brussels ITS Administrator the incumbent is responsible for undertaking the following duties and responsibilities:

Core Functions / Responsibilities:

1. Perform onsite and remote ICT technical support function; Manage incident, requests, changes and problems within the agreed Service Level Agreements (SLA).
2. Assist in daily administration, maintenance, monitoring and troubleshooting of on premise and cloud hosted ICT systems.
3. Assist in documentation and reference materials for planned and delivered IT services when assigned, and contribute to the development, continuous improvements and change management processes.
4. Perform proactive maintenance on the telecommunication system to avoid disruption of service. Perform minor repairs on hardware equipment, as required.
5. Maintain and install laptops (software/hardware) and peripherals – including relocation of IT hardware as well as create and archive user home drives and profiles.
6. Assist in the analysis of the overall Mission's IT equipment's performance and needs, identify areas for improvements, and recommend and implement new technologies, upgrades, and technical solutions for enhancement of the Mission's IT systems.
7. Be responsible to perform the assigned duties as smoothly as possible, ensuring management quality, cost effectiveness and transparency in accordance with IOM high standards.
8. Perform any other duties as may be assigned.

Required Qualifications and Experience

Education

- Completed University degree in Computer Science, Information Technology, or any other relevant field
- Specialized formal training on IT systems, business software (Microsoft Office 365) is an asset

Experience and Skills

- At least three years of previous relevant work experience.
- Experience in working in a multi-cultural environment.
- Familiar with direct assistance to migrants and/or refugees will be considered as an asset.

Languages

Fluency in **Polish** and **English** is required.

Required Competencies

IOM's competency framework can be found at this [link](#).

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

- 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.

Other:

IOM is committed to a diverse and inclusive environment.

This post is subject to local recruitment. Only those holding a valid residence and work permit for Poland will be eligible for consideration.

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

At the time of recruitment, all candidates must disclose any known relative or spouse who works for IOM. Candidates may also be requested to provide documentary evidence of academic degree(s),

professional licenses, and proof of no criminal records as relevant to the requirements of the position advertised.

Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable.

Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.

How to apply:

Interested candidates are invited to submit their application including **a CV and a completed Personal History Form in English by email to: [IOMPolandHR@iom.int.](mailto:IOMPolandHR@iom.int)**, specifying the vacancy reference number **PLCFA22-014** and full name in the subject line.

Please click this link to access [the Personal History Form \(two pages\)](#).

Due to the volume of applications received, IOM Poland will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

Posting period:

From 18 March 2022 – open-ended