



Vacancy Notice

Open to Internal and External Candidates

Vacancy Number : **UA90VN/2024/30**
Position Title : **Senior ICT Assistant**
Duty Station : **Warsaw, Poland**
Classification : **General Service Staff, Grade G6 ([UN Salary Scale](#))**
Type of Appointment : **One-Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **05 August 2024**

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 is committed to a diverse and inclusive work environment. Internal candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of individuals each year. IOM provides a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight and guidance to IOM's global support to all resettlement programs.

Under the overall supervisor of the **Senior Resources Management Officer in Ukraine** and direct supervision of the **Information and Communications Technology Officer based in Warsaw**, the incumbent will be responsible in providing technical support and services to users of IOM's corporate applications and infrastructure, promoting a client and service-oriented approach in IOM Ukraine Sub-Office in Warsaw:

Core Functions / Responsibilities:

1. Provide end user support to staff in RSC, RMM, and MHD offices in Warsaw, Poland (Eurasia Office), ensuring timely resolution of ICT issue tickets and queries.
2. Escalate tickets to Global User Support (GUS) or supervisor when necessary and supervise ICT Tier one staff.

3. Assist in planned technology upgrades for network, systems, and applications.
4. Monitor systems, LAN/WAN network, and applications, ensuring server and data control.
5. Provide end user support to staff in RSC, RMM, and MHD offices in Warsaw, Poland (Eurasia Office), ensuring timely resolution of ICT issue tickets and queries.
6. Escalate tickets to Global User Support (GUS) or supervisor when necessary and supervise ICT Tier one staff.
7. Assist in planned technology upgrades for network, systems, and applications.
8. Monitor systems, LAN/WAN network, and applications, ensuring server and data control.
9. Administer and monitor electrical systems (UPS & Generators), IP telephone systems, IP PBX, and security systems.
10. Conduct training for staff/users on existing and new systems, ICT tools, and applications.
11. Install and relocate organizational unit hardware, coordinate equipment servicing, and manage user accounts.
12. Maintain up-to-date ICT inventory (hardware and software).
13. Maintain comprehensive documentation for ICT systems in Warsaw, Poland (Eurasia Office).
14. Analyse performance issues of network, systems, and applications, recommending enhancements.
15. Manage regular updates of patches and firmware for OS and software on workstations and devices.
16. Support ICT equipment procurement by preparing necessary documentation and liaising with logistics and procurement units.
17. Support implementation of integrated data gathering and information management mechanisms across Programs.
18. Oversee day-to-day operation of computer networks, including hardware/software support and active devices.
19. Perform other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree in Computer Science, Computer Engineering, Electrical/Electronic/ Telecommunication or a related field from an accredited academic institution, with four years of relevant professional experience, or
- School diploma with six years of relevant professional experience.

Experience

- Experience in the area of information technology, administration and troubleshooting of the LAN, communication equipment, different databases and Windows based systems, computer hardware.
- Experience on implementation and administration of Microsoft Windows based network environment (LAN/WAN) and first level network/desktop support.
- Experience in MS SQL an asset.
- Extensive knowledge of Windows OS, O365, Azure, Windows Defender, different HelpDesk systems, Microsoft Endpoint manager Admin Centre, Windows-based applications and packages, Cloud solutions, TCP/IP, DNS, Telecoms, Network Protocols, VSAT, SAT telecommunication, VPN, VoIP, MS Office, antivirus software/utilities. Graphic packages (Photoshop, Illustrator, InDesign) are an advantage.
- Experience in user support in Microsoft based environments and Cloud solutions.
- Knowledge and experience in PHP, Java, HTML, MySQL, web design and development of web-based office applications as an asset.
- Knowledge of IOM corporate ICT tools.
- Deep knowledge of Windows based applications and systems, AD, GPO.
- Knowledge of different technical communication standards.

Languages

REQUIRED

Language required: For all applicants, **fluency in English is required** (oral and written).

DESIRABLE

Working knowledge of Polish is an advantage

Required Competencies

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

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

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:** 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.
- **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 – Behavioural 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 for 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.

Other:

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.

How to apply:

- Interested candidates are invited to submit their application including **a CV or a completed Personal History Form in English by email to: rscrecpl@iom.int**, specifying the vacancy reference number and full name in the subject line (e.g., "UA90VN/2024/30").

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

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.

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Posting period:

From 23 July 2024 to 05 August 2024