Vacancy Announcement

Vacancy/Reference Number: VNSA2023/10

Position Title: IT Assistant

Position Grade: G6 (UN Salary Scale for General Staff)
Duty Station: CO Pretoria, South Africa
Appointment Type: One Year Fixed Term Contract, with the possibility of extension
Estimated Start Date: As soon as possible
Closing Date: 21 July 2023

Organizational Context:

Established in 1951, the International Organization for Migration (IOM) is the leading intergovernmental organization in the field of migration and is committed to the principle that humane and orderly migration benefits migrants and society. IOM is part of the United Nations system, as a related organization. IOM supports migrants across the world, developing effective responses to the shifting dynamics of migration and is a key source of advice on migration policy and practice.

Under the overall supervision of the Chief of Mission (CoM) in IOM South Africa and, direct supervision of the Information and Communication Technology Specialist and in collaboration with Resource Management Unit and relevant units at Headquarters the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Pretoria, South Africa.

Responsibilities and Accountabilities

1. Maintain a Hotline for IT user problems and provide end user support.
2. Maintain the highest level of computer customer service.
3. Assist in the Installation and Administering of the Windows 2003 and MS Exchange 2003 System.
4. Be responsible for entire Daily Backup of data/information for the Mission.
5. Install, configure and upgrade desktops and laptop computers and software (Windows 2000/XP Professional, MS Office 2003 Professional and in house produced software)
6. Provide onsite support to these systems and services in the Mission including system upgrades and implement ICT infrastructure changes
7. Secure the missions' data/information from viruses/worms. Perform virus detection, removal and prevention for all systems in the mission. Downloading the latest Anti-Virus signatures for Data Protection.
8. Develop where necessary and provide training to staff/users to ensure productive use of existing and new systems including office software Microsoft Word, Microsoft Excel, Access, Power Point among others.
9. Assist in maintaining telephone systems, administering the security of various network components by providing users with necessary access to their respective LAN and
10. Support implementation of IOM's corporate applications i.e., MiMOSA, UKTB Global
11. System, Teleradiology platform and PRISM, and assist in implementing new technologies
12. Perform other duties as required.

Experience:

- Degree or Higher Diploma in Management Information Systems/Business Computing.
- At least 3 years relevant working experience with Windows 2000/2003 Server/Client/Access
- Extensive knowledge on administration of MS Exchange 2003 and MS Office 2003 products
- Holder of relevant certification especially A+, MCSE and MCSD.
- Excellent verbal and written communication/ management reporting skills.
- Ability to prioritise, organize and manage a large and diverse workload under pressure and meet deadlines with minimum supervision.
- Knowledge and experience in working with and maintenance of HF & VHF communication equipment
- Strong communication, organizational and interpersonal relationship skills.
- Hard working, good team player, dedicated, ability to monitor and follow up on pending matters.

Languages:
- Fluency in English

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

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 *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.

Additional Notes:

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 and will be given priority over external applicants if they meet the minimum requirements.

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and obtains nationality ID or valid residency/work permit.

Method of application:

If you are qualified for this position, please email the following to **pretoriacvs@iom.int** under the REFERENCE: VNSA2023/10 in the subject line of your email:

    a. **Letter of motivation**
    b. **Up-to-date Resume/CV**
    c. **Copy of ID**
    d. **IOM Personnel History form which can be downloaded from this website:**
       https://southafrica.iom.int/vacancy

When you send your application, please specify the Vacancy reference number i.e. VNSA2023/10 on the subject line of your email. It will be challenging to track your application without the reference code provided. Incomplete applications will be rejected.

Please send your applications by Friday 21 July 2023

ENQUIRIES IN RESPECT TO THE JOB DESCRIPTION AND APPLICATION MAY BE DIRECTED TO THE SAME EMAIL ADDRESS