



IOM International Organization for Migration

## Vacancy Notice 2023-07 Open to Internal and External Candidates

Position Title	: <b>ICT User Support Assistant</b>
Duty Station	: <b>Chisinau, Moldova</b>
Classification	: <b>General Staff, Category Grade, G5, UN Salary Scale</b>
Type of Appointment	: <b>Fixed-Term one year with possibility of extension</b>
Estimated Start Date	: <b>ASAP</b>
Closing Date	: <b>March 31, 2023</b>

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. 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. Well qualified candidates, particularly women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV are particularly encouraged to apply.

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.

### **Context:**

Under the direct supervision of the Senior ICT Specialist, the overall supervision of the Resource Management Officer the incumbent, and in close coordination with the ICT Central Team, the incumbent will provide first level technical support and services to users of IOM's corporate applications and infrastructure, promoting a client and service-oriented approach.

### **Core Functions / Responsibilities:**

1. Provide end user support and ensure that all ICT requests are logged and answered appropriately via email, telephone call and/or in person meeting or exceeding Service Level Agreements (SLA)
  - a. Take ownership of user problems and be proactive when dealing with user issues.
  - b. Provide Tier 1 and Tier 2 level technical support such as immediate diagnosis and workarounds for reported incidents.
  - c. Assist in determining root causes and propose resolution for problems raised by reported incidents.
  - d. Escalate to Global User Support (GUS) and supervisor when necessary and accordingly to identified priority levels.

2. Provide ICT functions in the mission in line with IOM ICT standards and policies and ensure highest level of customer services.
3. Maintain and monitor the efficient access and uptime to Local, Corporate, or Cloud Services.
4. Assist to secure proper implementation and usage of end-user tools, services and equipment in concordance with IOM ICT standards, policies and guidelines.
5. Maintain, monitor, and support the effective utilization of communication equipment (including but not limited to: PABX, videoconferencing equipment, and mobile devices)
6. Provide trainings for the end-users on usage of IOM enterprise solutions, tools and services by request and as scheduled.
7. Assist in analysing, health monitoring, and troubleshooting of network environment including but not limited to active and passive network equipment, both wired and wireless.
8. Assist in maintaining Mission's ICT inventory.
9. Assist in troubleshooting with any locally provisioned/acquired ICT or ICT -related services and goods.
10. Participate in ensuring quality and continuous improvement measures following ICT Standards, Guidelines, and Policies.
11. Perform such other related duties as may be assigned.

Required Qualifications and Experience

**Education:**

- Completed university degree in Computer Science, Information Technology or a related field from an accredited academic institution, with one/two years of relevant professional experience in Helpdesk / Service Desk roles.
- Completed high school degree from an accredited academic institution, with five years of relevant professional experience.
- Microsoft/Non-Microsoft certification – any user support/helpdesk oriented would be an advantage.

**Experience:**

- Experience in the area of information technology focused on troubleshooting and support for end-user equipment, information management tools and services.
- Experience in the area of supporting MS Windows based environment as a first-tier network/user/desktop support is an advantage.

**Languages:**

Fluency in English and Romanian (oral and written).

Working knowledge of Russian is an advantage. Other languages are desirable.

***Required Competencies***

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

**Values** - all IOM staff members must abide by and demonstrate these three 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.

***Other***

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

Internals of the Organization and NMS candidates will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, security clearances, and a valid COVID certification.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

***How to apply:***

Interested applicants are invited to send the [https://civic.md/userfiles/attachments/14191/IOM\\_Personal\\_History\\_Form.xls](https://civic.md/userfiles/attachments/14191/IOM_Personal_History_Form.xls) and cover letter in English to: [hrchisinau@iom.int](mailto:hrchisinau@iom.int)

Please, indicate the position you are applying for and reference code in the subject line of your message.

Closing date for applications is **31 March 2023**.

In order for an application to be considered valid, IOM only accepts the Personal History Forms duly completed.

**Only shortlisted candidates will be contacted.**

***Posting period:***

From 17.03.2023 to 31.03.2023