



IOM International Organization for Migration

CALL FOR APPLICATIONS

Reference code: SVN2023-29

Open to External Candidates

Position Title : **IT Consultant**
Duty Station : **Chisinau, Republic of Moldova**

Type of Appointment : **Consultancy**
Duration of Consultancy : **11 months from the signing of the contract**
Estimated Start Date : **ASAP**

Closing Date : **24 October 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. External candidates are eligible to apply to this vacancy.

Nature of the consultancy: Upgrading the website of the General Inspectorate for Migration (GIM) under the Ministry of Internal Affairs (MIA), Consultancy type B

Project Context and Scope:

The Republic of Moldova, which shares a border with Ukraine, is directly impacted by the conflict in Ukraine. Following the full-scale invasion of Ukraine by the Russian Federation on the 24th of February 2022, the migratory movements from Ukraine towards Moldova have increased dramatically. Between 24 February 2022 and 11 June 2023, a total of 2 235 326 entries were registered at the borders, out of which 1 052 130 Ukrainian citizens and 1 183 196 third-country nationals entered the Republic of Moldova from all border control points.

The GIM is the national institution responsible for implementing policies in the field of migration, asylum, statelessness and integration of foreigners and of the relevant legislation. Since March 1st, 2023, GIM has been implementing the mechanism of temporary protection of displaced persons from Ukraine on the territory of the Republic of Moldova. The mechanism assigns to GIM a series of responsibilities related to providing information and ensuring the access for the beneficiaries of temporary protection in Moldova to a range of basic services, such as social, medical, educational, access to the labor market, accommodation etc. GIM is the authority that coordinates the

integration process of foreigners on the national territory, which targets holders of provisional and permanent rights, beneficiaries of international protection, persons who have been recognized stateless status in the Republic of Moldova. Furthermore, the national authority is in the process of digitalizing the service provision, aligning to the national objectives related to the digital transformation in all spheres of activities.

One of the GIM priorities is to offer accurate and timely information to all those interested that are present in the country. In this context, GIM has requested the International Organization for Migration's specialized support through provision of technical support to upgrade the existing official website so that relevant information is easily accessible. IOM builds on the already established collaboration with GIM and based on the national authority's request, adopts a structured approach for identifying concrete modalities and providing specialized assistance to strengthen the national capacity. Such assistance is provided from the perspective of IOM's mandate and expertise, and in collaboration with relevant national authorities.

Organizational Department / Unit to which the Consultant is contributing:

Migration Governance, Immigration and Border Governance

Supporting Protection, Transit, Voluntary and Informed Return and Reintegration of Eastern Partnership Citizens and Third Country Nationals affected by the conflict in Ukraine (DG NEAR).

Category B Consultants: Tangible and measurable outputs of the work assignment

The objective of this consultancy is the provision of needed specialized technical support by a national Consultant(s) to upgrade the official website of the General Inspectorate for Migration in close collaboration with the national authority and the relevant departments of the Ministry of Internal Affairs.

Under the overall guidance of the IOM Chief of Mission and Programme Coordinator - Migration Governance, and the direct supervision of Programme Officer/IBG Unit, the incumbent will:

- a) research good models and practices and propose options for the designing of an attractive and user-friendly GIM website, in line with the national legislation and the e-governance principles;
- b) provide technical advice to national authorities on the most feasible design and management options for the website, according to the GIM responsibilities and tasks;
- c) support the design and conduct tests/surveys with potential users of GIM services, including refugees from Ukraine, to fine tune the new version of the website;
- d) perform upgrades/redesign of the website as agreed with GIM. This activity will include but will not be limited to:
 - including separate section for GIM and MIA press releases, briefings, key topics and a gallery of photos and videos;
 - including a "Featured" section to highlight new or urgent information;
 - including a section for success stories, such as: beneficiaries of Temporary

- Protection status accessing the related benefits, or stories of other migrants and refugees receiving citizenship, significant contributions to the society, etc;
 - including modalities to highlight the benefits of accepting and integrating foreigners into the local communities and fostering cultural diversity, prevention of intolerance/xenophobia;
 - update and improves Frequently Asked Questions section;
 - developing the concept and integrating a chatbot offering the possibility for prompt information exchange between GIM and requestors;
 - including a feedback mechanism/section enabling the beneficiaries/users of GIM services to provide feedback, including reporting alleged corruption and other abuses;
 - including the necessary features to enable performing surveys via the website in order to gain valuable insight from beneficiaries and identify modalities to improve activities;
 - including the necessary features to increase accessibility to GIM services, such as downloading various forms, etc;
- e) ensure the accessibility of the website for persons with disabilities in compliance with the latest version of *Web Content Accessibility Guidelines 2.0*, AAA level (<https://www.w3.org/TR/WCAG20/>) and adequate training of the relevant staff, responsible for website data processing;
- f) enhance the accessibility of information available on the website in three languages - Romanian, English and Russian;
- g) enhance website accessibility from PC, tablets and smartphones;
- h) organize and conduct trainings for GIM administrators/communications officers and relevant staff on website management;
- i) provide post service assistance for three months for removing any problems related to the technical aspects of the website software;
- j) undertake travels to and inside Moldova as needed for the implementation of consultation objectives;
- k) collaborate closely with other consultants, GIM management and staff and other relevant MIA staff;
- l) report on the accomplishment of deliverables as requested.

Expected Outputs and Deliverables

Nr.	Deliverables	Timeline
1.	Inception report detailing the Plan of Action drafted upon the consultation with national authorities, reflecting the man-days for the completion of tasks	3 weeks after contract signature
2.	Presentation of upgraded and finalized website, based on the agreement with the GIM	In 9 months after contract signature
3.	Training report after the delivery of training session to the	In 10 months after contract

	GIM staff/web administrators/relevant consultants managing of the upgraded website	signature
4.	Final report on the update of the GIM website, including delivered training(s)	In 11 months after contract signature

Payment Modalities

The consultant(s) will be home based, with possibility to travel to Moldova or other location as needed. In case of travel, depending on the COVID-19 travel restrictions, the flights and daily subsistence allowance (per diem) at the official applicable UN rates will be covered separately by IOM Moldova. Any other administrative arrangement shall be a consultant’s personal liability.

The payment will be done in 2 (two) instalments: the 1st instalment will be paid upon submission of deliverables 1 and 2, and the 2nd instalment upon submission of the deliverables 3 and 4.

IOM Moldova will provide financial resources for the organization of translation services, if needed, upon agreement with the relevant national authority.

The training session(s) will be delivered in person, with full application of COVID prevention measures and IOM will cover the related costs for the delivery of training session.

The consultant(s) must adhere to the International Organization for Migration (IOM) Data Protection Principles (IN/138) and maintain confidentiality.

The consultant will be responsible to follow IOM writing guidelines and latest glossaries in all given assignments for accurate translation.

Performance indicators for the evaluation of results

Completion of tasks and submission of the deliverables as described in the relevant section, in collaboration with the national authority and IOM staff.

Education, Experience and/or skills required

EDUCATION

Higher degree (Bachelor or Master) in the field of study related to IT or a related field from an accredited academic institution with relevant professional experience.

EXPERIENCE

- Strong background with at least 4 years of experience in IT sector;
- Proved working experience in webprogramming;
- Experience in planning and developing websites across multiple products and organizations;
- Extensive knowledge of web applications, programming languages, and web services — including API, CSS, CSS3, cross-browser compatibility, HTML, HTML5, security principles and web user interface design;
- Proficiency with content management systems and Windows and Linux environments;
- Previous work experience in developing/adjusting websites to be accessible for persons

with disabilities is a strong asset;

- Excellent analytical skills, as well as reporting skills for clear and concise information, including recommendations on the basis of analyses;
- Excellent ability to collaborate with national institutions;
- Personal commitment, efficiency, flexibility, drive for results;
- Ability to work effectively and harmoniously with counterparts and colleagues from varied cultures and professional backgrounds;
- Previous work experience with the General Inspectorate for Migration (former Bureau for Migration and Asylum) is an asset;
- Strong understanding of the Moldova context is an asset.

LANGUAGES

For this position, good Romanian command is required. The knowledge of English is a key asset.

Travel required

NO

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

- **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 special vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, security clearances and a valid COVID certification.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

How to apply:

Interested applicants are invited to send the CV, Expression of interest and Financial Offer in Romanian or English to: harchisinau@iom.int

Please include the reference code 'IT Consultancy for upgrading GIM website_SVN2023-29' followed by your full name in the subject line.

Closing date for applications is **24 October 2023**.

Only shortlisted candidates will be contacted.

Posting period:

From 10.10.2023 to 24.10.2023