



IOM International Organization for Migration
سازمان بین المللی مهاجرت
د مهاجرت نړیوال سازمان

VACANCY NOTICE

OPEN TO INTERNAL & EXTERNAL CANDIDATES

Title: IT Assistant
Location: Kabul, Afghanistan
Duration: 6 months with possibility of extension
Vacancy No VN-KBL-032/17
Grade: G 4
No. Position: 1
Gender: (Male or Female) (Female candidates are highly encouraged to apply)
Contract Type: Out-Sourced through private sector
Date: 25 July 2017
Closing Date 05 August 2017

II. ORGANIZATIONAL CONTEXT AND SCOPE

Under the direct supervision of the IM & IT Project Coordinator Officer, and the overall supervision of the Resource Management Officer, the IT Assistant will provide overall assistance with regards to providing daily technical support for users of information management tools and technology infrastructure of the mission. The incumbent has to be competent in the technical aspect of desktop troubleshooting, LAN/WAN and user orientation

III. RESPONSIBILITIES AND ACCOUNTABILITIES

Duties and Responsibilities:

1. Ensure that all help desk queries are answered to appropriately via email, telephone call or in person. The incumbent should be able to communicate well on the professional level
2. Provide remote technical support for all the IOM sub offices in Afghanistan as well as onsite visits when necessary
3. Manage problem solving, support and assistance for use of office technology (including but not limited to Microsoft Windows 7 pro, 10 Professional, Microsoft Office 2010,2013 and 2016, Adobe Acrobat)
4. Install and re-locate the unit's hardware and coordinate equipment servicing for all IOM Sub office as well as IOM Projects
5. Attempt to resolve as many problem calls or service requests on initial contact.
6. Manage the regular updates of the antivirus database and the distribution of the updates to all the workstations

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7. Receive and log problem calls or service requests in the automated tracking system with minimum delay.
8. Inform users regularly of facilities and services available and advise staff of environment changes.
9. Provide guidance and supervision for the Help Desk team and communicate plans accordingly with IT Officer.
10. Provide training for users to upgrade user capacity to maximize Information Technology in the office.
11. Help all users in Main and sub-office with proper usage of software applications and various database applications.
12. Manage problem solving, support and assistance for use of office technology in all IOM sub offices in Afghanistan.
13. Ensure regular access to other sources of information pertinent to the daily operations of all sub offices in IOM Afghanistan.
14. Provide technical assistance to focal points and end users during migration and upgrade project.
15. Any other tasks within the incumbent's capacity as requested

IV. COMPETENCIES

- The incumbent is expected to demonstrate the following technical and behavioral competencies

Behavioural

Accountability

- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors given tasks to correct errors

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Keeps clients informed of developments and setbacks

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adjusting wording to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Actively seeks new ways of improving programs or services
- Acquire responsibilities while maintaining existing ones
- Persuades others to consider new ideas

Performance Management

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Develops strategic vision for IOM within area of responsibility
- Organizes and documents work to allow for planned and unplanned handovers
- Adjusts priorities and plans to achieve goals
- Allocates appropriate time and resources for own work and that of team members

Professionalism

- Correctly applies knowledge of specialized IT disciplines
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

Teamwork

- Actively contributes to an effective and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions

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- Understands applicability and limitation of technology and seeks to apply it to appropriate work

Resource Mobilization

- Establishes realistic resource requirements to meet IOM needs
- Identifies sources of and secures funding from external stakeholders to meet IOM needs

Emergency and Crisis

- Works effectively in high-pressure, rapidly changing environments
- Coordinates actions with emergency response actors and making use of coordination structures
- Supports adequate levels of information sharing between internal units, cluster partners, IOM and other emergency response actors
- Establishes and maintains effective relationships with implementing partners
- Makes correct decisions rapidly based on available information

Technical

- A minimum of Tier-1 level experience configuring and administering Cisco devices (routers, switch,) and Microsoft server technologies (Active Directory, Messaging, File/Print)
- Basic knowledge of anti-spam and anti-virus technologies and Web-Based application environment
- Knowledge of backup, restore and disaster recovery inside Windows system environment
- Knowledge of network shaping and optimization would be an asset.

V. EDUCATION AND EXPERIENCE

- Diploma in Computer Science Engineering or other related field.
- Bachelor Degree is preferred
- Microsoft and/or Cisco technical certifications such as MCSA and CCNA required.
- Experience with TCP/IP networking, virtual private networks (VPN) and Internet connectivity Technologies
- A minimum of 4 Years working experience administering a multi-site and high availability network environment based on Cisco equipment.
- Experience working with specialized international agencies (UN Agencies, International Organisations, and International NGOs) and in complex operations, including conflict and post-conflict situations preferred.

VI. LANGUAGES

Required: Fluent English and Dari/Pashto

Advantageous: ANY OTHER LOCAL OR UN LANGUAGE

Method of Application:

Interested applicants are invited to send curriculum vitae by the following e-mail address:

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career.ctg@gmail.com , applications4@iom.int and AEBRAHIMY@iom.int by **05 August, 2017** latest, referring to this advertisement quoting the above vacancy notice number. Candidates holding IOM contract should submit the internal application form. Sending curriculum vitae to both e-mail addresses are mandatory, applicants who failed to do so will not be considered.

Note: We do not accept hard copies.