



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

OPEN TO INTERNAL & EXTERNAL CANDIDATES

Title: IT and Database Assistant
Location: ANDMA Kabul, Afghanistan with extensive travels to all the 34 provinces
Duration: 6 months with possibility of extension
Vacancy No SVN-KBL-011/18
Grade: G4
No. Position: 1
Gender: (Male or Female) **(Female candidates are highly encouraged to apply)**
Contract Type: Out-Sourced through private sector
Date: 16 January 2018
Closing Date 31 January 2018

II. ORGANIZATIONAL CONTEXT AND SCOPE

Under the overall supervision of Head of IMU and with close coordination with the Humanitarian Assistance Program (HAP) Program Manager, the candidate is responsible for effective support to and implementation of IOM Afghanistan's Humanitarian Assistance Program (HAP). In particular, he/she is responsible for:

III. Responsibilities

1. Provide on-site and remote technical support to the users in ANDMA HQ and Provincial Offices in Afghanistan to maintain the NDMIS and Website functioning.
2. Install and configure computer hardware operating systems, Antivirus and application software.
3. Assist in the deployment and implementation of NDMIS at Kabul and Provinces.
4. Develop SoPs, guidelines and ITC policy for ANDMA and translate it into local languages (Dari and Pashto)
5. Monitor and maintain computer systems, networks and databases.
6. Provide class room and on-the-job trainings to ANDMA staff on NDMIS, website and other applications supported by IOM.
7. Troubleshoot system and network problems, diagnosing and solving hardware or software faults;
8. Provide support, including procedural documentation and relevant reports
9. Follow standard procedure or written instructions to repair a fault or set up a system
10. Support the roll-out of new applications
11. Set up new users' accounts and profiles and deal with emails configurations.
12. Work continuously on a task until completion (or referral to third parties, if appropriate)
13. Conduct electrical safety checks on computer equipment.

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14. Support the Migration Management Division with other information management related tasks as required.
15. Perform any other duties as assigned.

COMPETENCIES

The incumbent is expected to demonstrate the following technical and behavioural competencies

Behavioural

Accountability

- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries
- 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, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Actively seeks new ways of improving programmes or services

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- Expands responsibilities while maintaining existing ones
- Persuades others to consider new ideas
- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Actively identifies opportunities for and promotes organisational change
- Presents goals as shared interests
- Articulates vision to motivate colleagues and follows through with commitments

Performance Management

- Provides constructive feedback to colleagues
- Identifies ways for their staff to develop their abilities and careers
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures
- Holds directly reporting managers accountable for providing 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
- Organises and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans
- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

Professionalism

- Correctly applies knowledge of specialized IT disciplines
- Masters subject matter related to responsibilities
- 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, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

Resource Mobilization

- Establishes realistic resource requirements to meet IOM needs
- Builds stable strategic alliances with relevant parties
- Identifies sources of and secures funding from external stakeholders to meet the needs of IOM

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

- 2 to 3 years of experience in a networking environment (LAN/WAN) and first level network/desktop support. Extensive knowledge of Windows and Exchange Server Administration in a multi-site environment, TCP/IP, Telecoms/Network protocols, Cisco devices, VPN, VoIP, MS Office, Antivirus Software and IT utilities.
- Troubleshooting and resolving first-level and second-level PC hardware and software problems; Large-scale migrations and/or projects in organizations of similar size, scope, and complexity; Local area networks; End-user training and instruction; All versions of the Windows operating system; All MS Office applications; Setup and administration of application and/or Microsoft Windows system servers.
- Holder of either a CCNA, MCP (Windows/Exchange Server) and/or MCSA/MCSE certifications would be a distinctive advantage.

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- Excellent communication skills, strong interpersonal and organizational skills. Commitment, reliability, efficiency, flexibility, self-motivation, respect for diversity and creative thinking. Capacity to coach individuals, to work effectively and harmoniously with colleagues within a team from varied cultures and professional backgrounds.

IV. Required Qualifications and Experience

Education

- University degree in computer science or a combination of relevant education and professional experience;
- High school diploma and 5 years of experience in lieu of University degree;

Experience

- 3 years' experience in IT especially configuring Microsoft Windows Server, LAN/WAN, Email server, Troubleshooting, Database Maintenance and administration, IT support.
- Supplemental courses/technical certificate in information technology or other related field; Supplemental training to keep abreast of changes in information technology; and
- Experience working with specialized international agencies (UN Agencies, International Organisations, and International NGOs) and in complex operations, including conflict and post-conflict situations preferred.

V. LANGUAGES	
Required (specify the required knowledge)	
Fluency in English is required.	
Advantageous	

Method of Application:

Interested applicants are invited to send their curriculum vitae by the following e-mail address: career.ctg@gmail.com, applications4@iom.int and by **31 January 2018 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, and please ensure your contact details are correct in your CV (Curriculum Vitae) applicants who failed to do so will not be considered. **We do not accept hard copies.**

Due to the high volume of applications received, only shortlisted candidates will be contacted. Please ensure that the e-mail address that you will indicate in your application is accurate.

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