



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY ANNOUNCEMENT

OPEN TO INTERNAL & EXTERNAL CANDIDATES

Title: Documentation Manager (Software Applications)
Location: Kabul
Duration: 6 months with possibility of extension
Vacancy No SVN-KBL-017/18
Grade: UG/Equal to G4
No. Position: 1
Contract Type: Out-Sourced through private sector
Gender: Male or Female (**Female candidates are highly encouraged to apply**)
Date: 05 February 2018
Closing Date 16 February 2018

I. ORGANIZATIONAL CONTEXT AND SCOPE:

Afghanistan is one of the multi hazard prone countries of South Asia, with earthquakes, floods, droughts, landslides, sandstorms, and avalanches as the common natural disasters. Heavy rain and snow cause major problems across the region almost every year. Extreme winter conditions and avalanches are also a recurrent feature in the mountainous areas of Afghanistan that make up approximately 63 per cent of the country. Poor housing provides little protection to the households in rural parts of the country. Lack of capacity and resources within government institutions further adds to the vulnerabilities of families affected or displaced by natural disasters.

In 2015, IOM Afghanistan through its Humanitarian Assistance Program (HAP) in line with its “Disaster Risk Management and Disaster Risk Reduction Framework 2015-2017”, as well as its Cross Border Returns and Reintegration Program (CBRR) supports the overall aim of strengthening Government of Islamic Republic of Afghanistan’s (GIROA’s) Disaster Risk Management and Return and Reintegration capacities at the national, provincial and community level.

Disaster Risk Management (DRM) components will focus on selected disaster-prone communities across ten provinces in the Western, Northern, Northeast, South, Central Highland, Central regions: Herat, Faryab, Balkh, Jawzjan, Sari Pul, Baghlan, Takhar, Bamyan, Helmand and Kabul.

The project comprises of three major components set forward to achieve the objectives of strengthening preparedness and resilience at national, provincial and community level:

1. National Disaster Management Information System (NDMIS)
2. Community-Based Disaster Risk Management (CBDRM)
3. Disaster Risk Management Infrastructure (retention/gabion walls)

IOM Kabul

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II. RESPONSIBILITIES AND ACCOUNTABILITIES:

1. Under the direct supervision of the National Information Management Officer and general supervision of the Head of the Information Management Unit of IOM Afghanistan and in close coordination with Humanitarian Assistance Program (HAP) Program Manager, the will:
2. Research, gather, analyse and interpret technical information to compose instructional guides, online and desktop help guides, reference and training manuals, and job aids for the software applications supported by IOM.
3. Formalize and document area/discipline-specific procedures (information system, network and database administration and configuration, server installation, network engineering, security, access management, change management, application development, quality assurance and testing, implementation, and similar processes/procedures) for the information systems and applications developed for the programme.
4. Ensure that documentation is written in plain or non-technical language (English, Pashto, Dari) and is clear enough to help beginners and detailed enough to be useful for advanced users, developers and support technicians.
5. Interface with the program management teams, content experts, external partners, and others to determine project needs, and capture and document existing business practices to define application requirements.
6. Produce documentation that provides evidence, justification, rationale, or deficiencies in existing business systems and processes.
7. Create and manage a document library of templates, guidelines, formats, examples, and presentation materials to ensure cohesive and uniform style throughout all technical documents.
8. Design or find royalty-free graphics, pictures, or illustrations to enhance understanding of documented concepts.
9. Maintain glossaries, data dictionaries, terms of reference, and similar reference materials with cross references, wherever possible.
10. Create and manage a knowledge base of policies and procedures, the documentation mentioned herein, and other information beneficial to the IMU and all of IOM's programs and departments.
11. Deliver classroom training to groups and individual end users on information management, software development lifecycles, knowledge base management, and relevant software tools.
12. Ensure adherence to the IOM data protection policies/ICT guidelines.
13. Travel within Afghanistan to support client and deliver trainings.
14. Perform other duties as assigned.
15. Under the direct supervision of the National Information Management Officer and general supervision of the Head of the Information Management Unit of IOM Afghanistan and in close coordination with Humanitarian Assistance Program (HAP) Program Manager, the Documentation Manager (Software Applications) will:
16. Research, gather, analyse and interpret technical information to compose instructional guides, online and desktop help guides, reference and training manuals, and job aids for the software applications supported by IOM.
17. Formalize and document area/discipline-specific procedures (information system, network and database administration and configuration, server installation, network engineering, security, access management, change management, application development, quality assurance and testing, implementation, and similar processes/procedures) for the information systems and applications developed for the programme.
18. Ensure that documentation is written in plain or non-technical language (English, Pashto, Dari) and is clear enough to help beginners and detailed enough to be useful for advanced users, developers and support technicians.
19. Interface with the program management teams, content experts, external partners, and others to determine project needs, and capture and document existing business practices to define application requirements.

20. Produce documentation that provides evidence, justification, rationale, or deficiencies in existing business systems and processes.
21. Create and manage a document library of templates, guidelines, formats, examples, and presentation materials to ensure cohesive and uniform style throughout all technical documents.
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27. Travel within Afghanistan to support client and deliver trainings.
28. Perform other duties as assigned.

III. Competencies¹

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

Behavioural

- Ability to work with flexibility and integrity.
- Ability to work independently, with excellent organizational and multi-tasking skills.
- Ability to work in challenging settings, under pressure while respecting tight deadlines.
- Detail-oriented, reliable and high sense of responsibility.
- Capacity to learn and gain new competencies.

Accountability

- Accepts and gives constructive criticism.
- 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.

Continuous Learning

¹ Competencies should be drawn from the Competency Framework of the Organization.

- 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

- Demonstrate a high degree of skill in communication, especially in written communications.
- 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

- Proactively develops new ways to resolve problems.
- Shares and convinces others to share resources
- Presents goals as shared interests.

Performance Management

- Provides constructive feedback to colleagues.
- Maintains an organized task management system and workplans.
- Sets clear and achievable goals consistent with agreed priorities for self and others.
- Identifies priority activities and assignments for self and others.
- Organizes and documents work to allow for planned and unplanned handovers.
- Identifies risks and makes contingency plans.

Professionalism

- 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

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- 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.

Technical

- Must demonstrate a good understanding of data management concepts such as data collection, collation and statistical data reporting and is able to cascade to other team members.
- Must have demonstrated knowledge of query generation for reporting purposes as well as Microsoft Office products: Excel, Word and PowerPoint.
- Must have knowledge of Microsoft Excel reporting functions.
- Knowledge of SQL Server, MySQL, PostgreSQL and MongoDB is encouraged.
- Knowledge of Linux base Servers is encouraged.

V. Education and Experience

Education

- Completed Bachelor's degree in Computer Studies, Information Technology, Software Engineering, or related field.

Experience

- Excellent oral and written skills in English, Dari and Pashto required.
- At least two or more years of experience in systems analysis and documentation of technical policies and procedures.
- Experience working with specialized international agencies (UN Agencies, International Organizations, and International NGOs) and in complex operations, including conflict and post-conflict situations preferred.

VI. Languages

Required (Oral and Written)

Advantageous

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English and Dari and Pashto (Fluent)	
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Interested applicants are invited to send curriculum vitae by the following e-mail address: career.ctg@gmail.com, applications4@iom.int and by **16 February 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, applicants who failed to do so will not be considered. **We do not accept hard copies.**

Note: 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.