Position Title: **Information Technology Assistant**
Duty Station**: IOM Nouakchott, Mauritania**
Classification: **General Service, GS (UN salary scale)**
Type of appointment: **Special short-term graded, six months with possibility of extension**
Estimated Start Date: **As soon as possible**
Closing date : **09/01/2023**

The International Organization for Migration (IOM) is an intergovernmental organization, created in 1951, which occupies the position of leader on the migration scene. With its 173 Member States plus 8 other Observer States, with offices in more than 100 countries, it works closely with its governmental, intergovernmental and non-governmental partners to manage migration in an orderly manner and in conditions that preserve human dignity, and promote international cooperation on the migration scene, facilitate the search for practical solutions to migration problems and offer humanitarian assistance to migrants in need, including refugees and internally displaced persons. Since September 2016, IOM has become the UN Migration Agency. IOM has been present in Mauritania since 2006.

The office is recruiting a Information Technology Assistant in Nouakchott

IOM is committed to a diverse and inclusive work environment.

Qualified female candidates are particularly encouraged.

For this vacancy, the following are considered first-tier candidates: Internal candidates.
Second-level candidates include: All external candidates.

The offer to the applicant is subject to funding and/or donor approval.

The equivalence of the diploma can be accepted

Context:
Under the direct supervision of the National Procurement and logistic Officer (Supervisor), the overall supervision of the Resource Management Officer the incumbent, and in close coordination with the ICT Central Team, the incumbent will provide first and second 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 Issue tickets and queries are logged and answered appropriately via email, telephone call and/or in person by taking Issue ticket ownership – open, update, and close assigned tickets, 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. Log all actions and steps taken to respond to an incident or to complete a request.

      d. Assist in determining root causes and propose resolution for problems raised by reported incidents.

      e. Escalate to Global User Support (GUS) and supervisor when necessary and accordingly to identified priority levels.

2. Administer and monitor local services, servers, systems, and networks and provide routine control of servers and data.
3. Maintain and monitor the efficient access and uptime to Local, Corporate, or Cloud Services.
4. Provide support, and/or assume lead role when required, for planned technology upgrades. Perform implementation and administration of system, application, and infrastructure components. Including support to ensure readiness for events and supporting the event's technical activities.
5. Maintain, monitor, and support the effective utilization of communication equipment (including but not limited to: PABX, videoconferencing equipment, and mobile devices)
6. Provide end-user training both as a technical support person in general and as a trainer for corporate applications and business process. Provide guidance and training to Tier 1 colleagues as needed.
7. Produce and maintain relevant documentation and reference materials, including (but not limited to): ICT asset and software inventory, infrastructure diagrams, security documentation, and Identity and access management records. Recommend equipment and software replacements in a timely manner following the ICT asset lifecycle standards.
8. Assist in analyzing and correcting performance problems of network, systems and applications and recommend solutions to enhance functionality, reliability, and/or usability.
9. Administer and monitor server and workstation supporting systems such as patch management, antivirus, and backup, recommend and take appropriate actions when needed.
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
- Bachelor's degree in in Computer Science, Information Technology, or any related field with 3 years of relevant professional experience; or
- High School Degree/Certificate in the above fields with five years of relevant professional experience.

Experience
- Experience in Helpdesk / Service Desk roles.
- Completed high school degree from an accredited academic institution, with five years of relevant professional experience.
- Microsoft Certification (MCP or above) in Windows Server 2016 and/or Active Directory.
- Azure or AWS Associate Certification.
- Cisco Certified Network Associate (CCNA)
- Other industry certifications such as CompTIA, VCP or ITIL are a distinct advantage.
- Extensive experience in direct user technical support and computer, network and communication equipment troubleshooting are a distinct advantage.
- Correctly applies knowledge of specialized IT disciplines.

Languages:
For the position advertised, fluency in English and French is required (oral and written).
Working knowledge of local languages is an advantage.

Required skills:

The incumbent is expected to demonstrate the following values and 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 *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 connection with this vacancy announcement is subject to confirmation of funding.

How to apply:
Interested candidates are invited to submit their application via email iommrecruit@iom.int indicating in the subject of the email the title: **"Application for the position: Information Technology Assistant ",** no later than **09/01/2023**, referring to this advertisement.

late applications will be accepted.
IOM only accepts complete applications (CV + Cover Letter in PDF).
Only selected candidates will be contacted.

Publication period : **From 16/12/2022 to 09/01/2023**

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