



International Organization for Migration (IOM)  
The UN Migration Agency

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## Open to Internal and External Candidates

Position Title : **IT Assistant**  
Duty Station : **Khartoum, Sudan**  
Classification : **G5**  
Type of Appointment : **Special six months, with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **October 03,2018**  
Reference Code : **SVN 27 2018 (N)**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

### **Context:**

Under the programmatic supervision of the Family Assistance Program (FAP) Project Coordinator, technical supervision of the project ICT officer, in close coordination with FAP Khartoum Team Leader. The successful candidate will be based in Khartoum and will be primarily responsible for the management and support of the ICT infrastructure and application system implementation for the FAP in Khartoum:

### **Core Functions / Responsibilities:**

1. Responsible for internal coordination of all ICT/IS related activities in support of the Family Assistance Program to be established in Khartoum;
2. Ensure that all ICT/IS related requests are addressed in a timely and accurate manner, while efficiently allocating resources and support where required;
3. Provide support to the IOM FAP networking in planning for necessary systems upgrades and ICT infrastructure changes and the IT requirements of the donor, install systems, network components and software;



4. Assist in data and information processing, analysis in regard to the production of statistics/reports/publishing materials related to the FAP, support further integration of technological solutions to continually improve the effectiveness and efficiency of the systems in place;
5. Ensure to apply IOM ICT Standards & guidelines, policies and data protection principles for all the project daily activities,
6. Develop and implement when necessary, ICT training, to include training on the IOM software platform and set-up requirements, to all IOM FAP end users to ensure productive use of system, IT and telecommunications resources;
7. Ensure the required performance and stability of network services and servers (Application System and Databases, Appointment System, LAN, WAN, Messaging, Internet connectivity, etc.), to prevent and minimize downtime or service interruptions. Ensure daily monitoring and adequate completion of backups and project ICT inventory;
8. Assist in the creation of reports, statistical tables, analysis of data, graphics and publishing of information about IOM activities in a simple, readable and attractive format for FAP;
9. Liaise with the local ICT service providers and vendors for the adequate and timely provision of supplies and services to FAP in coordination with the mission procurement;
10. Maintain and ensure confidentiality of all FAP-related matters, in accordance with guidelines and instructions.
11. Report timely to the project ICT officer all ICT operations, challenges, and take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data;
12. Perform any other duties as may be assigned.

## ***Required Qualifications and Experience***

### **Education**

- University degree in Computer Science, or equivalent combination of relevant academic qualifications and extensive progressively responsible technical experience;
- A Microsoft Dynamics CRM Application and/or Microsoft Dynamics CRM Customization and Configuration Certification is an asset.
- Microsoft CRM Cloud-Based and/or On-Premise development and architecture experience;



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- A Microsoft technical Certification (MCSA, MCSE, MCDBA) or an IT Project Management certification would be a distinct advantage;
- Knowledge and experience with Windows network infrastructure in a multi-site environment, MS Office, Antivirus Software and utilities.

## **Experience**

- A minimum of five years of experience designing, developing, implementing or administering information systems and end-user support, including web-based database applications and thin-client Web-based applications;
- Demonstrated proficiency with Microsoft Office applications, including Excel, PowerPoint, Word and Publisher;
- Previous work experience in international organizations and service industry companies would be an advantage.

## **Languages**

Fluency in **English** and **Arabic** is required.

## ***Required Competencies***

### **Behavioural**

- Accountability – takes responsibility for action and manages constructive criticisms
- Client Orientation – works effectively well with client and stakeholders
- Continuous Learning – promotes continuous learning for self and others
- Communication – listens and communicates clearly, adapting delivery to the audience
- Creativity and Initiative – actively seeks new ways of improving programmes or services
- Leadership and Negotiation – develops effective partnerships with internal and external stakeholders;
- Performance Management – identify ways and implement actions to improve performance of self and others.
- Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility;
- Professionalism - displays mastery of subject matter
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation.
- Technological Awareness - displays awareness of relevant technological solutions;
- Resource Mobilization - works with internal and external stakeholders to meet resource needs of IOM.



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***How to apply:***

Interested candidates are invited to submit their applications via email: [sudahrdept@iom.int](mailto:sudahrdept@iom.int), by October 03, 2018 at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

***Posting period:***

[From 19.09.2018 to 03.10.2018](#)