



Vacancy Announcement

Position Title : **ITC Assistant**
Duty Station : **Khartoum, Sudan**
Classification : **G4**
Type of Appointment : **one-year fixed term, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **July 24,2018**
Reference Code : **VN 17 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 direct supervision of the RMO and in close coordination with the Senior ITC Assistant, the incumbent will perform the following functions:

Core Functions / Responsibilities:

1. Assist the Senior ITC Assistant in providing onsite end-user support for IOM Staff;
2. Support the overall maintenance of present and upcoming IT equipment, as well as Local Area Networks (LAN) in all IOM Offices in Khartoum.
3. Support in the administration of servers providing IT services (Internet, file sharing, email and others) and configuration of such services in desktops and laptops in all offices in Khartoum.
4. Install, configure and upgrade hardware and software for desktops and laptops (Windows, MS Office, Antivirus and inhouse produced software) and other network components.



5. Ensure the proper virus detection, removal and prevention for all systems in Khartoum. This will involve downloading the latest Anti-Virus signatures for Data Protection.
6. Under the supervision of the Senior ITC Assistant, support in developing the necessary IT and Communication training to all end users, to ensure productive use of existing and new systems.
7. Provide active IT/Network support to all field office by phone/mail or through scheduled field visits.
8. Assist in collecting market information on various internet solutions (DSL, Fibber etc.) for the mission offices.
9. Provide general assistance to the IT/Database Officer on Various ITC projects.
10. Support the Senior ITC Assistant in collecting Internet and Mobile Usage reports and liaise with Finance Team for regular processing;
11. Perform such other related duties as may be assigned.

Required Qualifications and Experience

Education

- University degree in computer science or a combination of relevant education and professional experience.
- A minimum of 2-3 years of experience in wired/wireless networking environment (LAN/WAN), first level helpdesk support and database applications.

Experience

- International technical certifications (MCSA, MCSE, MCDBA, CCNA etc.) are highly preferred.
- MS Office, Antivirus Software and IT utilities.
- Fluent in English (spoken and written) and Arabic.
- Commitment, efficiency, flexibility, self-motivation, creative thinking, and strong organizational skills. In addition, ability to work effectively and harmoniously within a team from varied cultures and professional backgrounds.
- Ability to work under pressure and in stressful environments.

Languages

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



International Organization for Migration (IOM)
The UN Migration Agency

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.

How to apply:

Interested candidates are invited to submit their applications via email: sudanhrdept@iom.int, by July 24, 2018 at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

Posting period:

[From 10.07.2018 to 24.07.2018](#)