



Position Title	: Information and Communication Technology Assistant- (2 positions).
Duty Station	: Port Sudan, Sudan
Classification	: UG
Type of Appointment	: Special, Short-term ungraded contract “The appointment is subject to funding availability”.
Estimated Start Date	: As soon as possible
Closing Date	: February 24, 2024
Reference Code	: SVN 02 2024

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:

This position is responsible to support the provision of ICT solutions and services in the country office including end user support. The role is essential for maintaining efficiency and effectiveness of missions IT networks and systems, contributing to the overall organizational productivity in alignment with IOM ICT Strategy, policies, and standards.

Under the direct supervision of the National Information and Communication Technology Officer, and overall supervision of the Information and Communication Technology Officer, and in close coordination with the Regional IMT Officer and relevant central ICT units.

Core Functions / Responsibilities:

- Provide end user support and ensure that requests, issues and incidents are addressed within established service level of agreement (SLA):
 - a. Take ownership of users’ request/issues open, update, and close them in the helpdesk ticketing system.
 - b. Provide Tier1 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. Determine root causes and propose resolution for problems raised for reported incidents.
 - e. Escalate to Tier 2 when necessary and according to the identified priority level of the issue.
- Implement IOM ICT Standards and IOM ICT Policies and Guidelines regarding networks,



systems, telecoms, ICT services, equipment usage, procurement of ICT equipment and information security.

- Create and maintain comprehensive documentation and reference materials for planned and delivered ICT systems in the mission and update the regional office of the planned changes in advance.
- Perform daily monitoring and maintenance of systems and networks and assist in analyzing performance problems and recommend solutions to enhance functionality, reliability, and/or usability.
- Assist in responding promptly to information security incidents, , mitigate and maintain IT Risks Register and escalate complex issues to the relevant specialist teams/units for resolution.
- In coordination with the Regional Office and Central ICT information Security Unit assist in the roll out of cyber security efforts.
- Assist in updating regular operating system and software patches/firmware for workstations and devices to maintain security and protection against threats and vulnerabilities.
- Assist in the implementation and evaluation of digital solutions and liaise with the information management team to support and maintain mission data systems and analytics.
- Support in maintaining inventory of ICT software' licenses and of ICT equipment in coordination with asset unit, and advice the owners/management about assets that require replacement and the licenses that require renewal in a timely manner.
- Contribute to the Business Continuity and Disaster Recovery Plans for mission databases and other ICT related services. Manage and monitor completion and accuracy of server's backup plans and ensure simulation is carried out regularly to enable timely recovery when required.
- Assist in delivering ICT trainings to end users to facilitate productive use of existing and new systems and tools available in IOM.
- Assist in liaising with service providers for the provision of adequate ICT services and supplies.
- Perform other related duties as required by supervisor.

Required Qualifications and Experience

Education

- University degree / (High school or diploma) in computer science or a combination of relevant education.
- Certification in any of the following (ITIL V4, MS AZ-900, MS AZ-104) is an advantage.



Experience

- Four years for university degree's holder, or six years for diploma (or High school) degree's holder professional experience in networking environment (LAN/WAN) and Tier-1/2 level network/desktop support.
- Experience working with specialized international agencies (UN Agencies, International Organizations, and International NGOs) advantageous.

Skills

- Demonstrated ability to troubleshoot and resolve hardware and software problems
- Knowledge of O365 applications.
- Knowledge of Windows Administration at multi-site environment.
- Knowledge of MS Azure environment and cloud computing Knowledge of TCP/IP and Telecoms/Network protocols, Cisco devices, VPN, Active directory, Backup and Replication, Ticketing systems, , Antivirus Software, and ICT utilities.
- Ability to deliver end user training.
-

Languages

- For all applicants, fluency in English and Arabic is required (oral and written).

Required Competencies

Values – all IOM staff members must abide by and demonstrate these values:

- **Inclusion and respect for diversity** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency** maintain 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.
- **Courage**: Demonstrates willingness to take a stand on issues of importance.
- **Empathy**: Shows compassion for others, makes people feel safe, respected, and fairly treated.

Core Competencies – behavioral 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 of 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 relation to this vacancy notice is subject to funding confirmation.
- IOM has zero tolerance with discrimination and does not discriminate to HIV/AIDS status.
- This position is open to **ONLY** Sudanese nationals.
- **Vacancy close at 23:59 local time Khartoum, Sudan on the respective closing date. No late applications will be accepted.**

How to apply:

Interested candidates are invited to submit their Resume via email: sudancareer@iom.int, by February 24, 2024, at the latest, referring to this advertisement.

Please make sure to complete the Personal History Form (PHF).

Only shortlisted candidates will be contacted.

Posting period:

[From 13.02.2024 to 24.02.2024](#)

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview processing, training or other fee). IOM does not request any information related to bank accounts.