



International Organization for Migration (IOM)  
The UN Migration Agency

## VACANCY NOTICE VN-2024-148GT

Open to internal and external candidates

Position Title : **Senior Information and Communication Technology Assistant**  
Duty Station : **GUATEMALA CITY, GUATEMALA**  
Classification : **General Service Staff, Grade G-6, (2 positions)**  
Type of Appointment : **One Year Fixed Term**  
Estimated Start Date : **As soon as possible**  
Closing Date : **October 8, 2024**  
Reference Code : **VN-2024-148GT**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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. Applications from qualified female candidates are especially encouraged.  
For the purpose of the vacancy **internal candidates** are considered as First-Tier candidates:

### **Organizational Context and Scope**

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 Mission RMO, and overall supervision of the Chief of Mission, 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):
- Take ownership of users' request/issues open, update, and close them in the helpdesk ticketing system.
- Provide Tier1 level technical support such as immediate diagnosis and workarounds for reported incidents.
- Log all actions and steps taken to respond to an incident or to complete a request.
- Determine root causes and propose resolution for problems raised for reported incidents.
- 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 analysing 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 systems 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 and Experience**

- 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.
- 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.
- Three years' experience leading teams.
- Experience working with power APPS and power automate is a strong advantage.
- 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 Spanish are required (oral and written).

## **Required Competencies**

The incumbent is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three 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 – behavioural indicators

- 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.

Managerial Competencies - Behavioural indicators – Level 2

- Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

### ***How to apply:***

Internal and External Candidates:

To apply for this position please send the following documents in one email to the following address: [recruitment-gt@iom.int](mailto:recruitment-gt@iom.int)

1. External candidates: Curriculum vitae (only PDF format accepted)
2. Internal Candidates: Personal History Form (PHF) generado desde PRISM Applets
3. Internal and External Candidates: Motivation letter (only PDF format accepted).
4. Internal candidates **MUST** submit the application from their institutional email.
5. Email title **MUST** contain only the position reference code: **VN-2024-148GT**
6. The attachment must not be larger than 2MB.

Only shortlisted candidates will be contacted.

Deadline to apply for this vacancy is **October 8, 2024, at 18:00 hrs.**

### **Important notes:**

- Only applications that comply with the required profile will be considered.
- Applications received after the deadline will not be considered.
- This vacancy is only opened to Guatemalan citizens or foreign citizens who are legally authorized to work in the country.
- Failure to comply with the instructions in this publication will immediately disqualify the application.
- Only shortlisted candidates will be contacted.

More information about the UN salary scale: [UN - Salary Scale](#)

**Posting period: From 24.09.2024 to 08.10.2024**