



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Technical/Service Support**
Duty Station : **London, UK**
Classification : **G5**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **31st October 2018**

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. 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 overall supervision of the Chief of Mission, and the direct supervision of the Resource Management Officer, the incumbent will provide user and technical support and services to users of IOM's corporate applications and infrastructure in the UK, promoting a client and service-oriented approach.

The incumbent will work under the technical oversight of the Regional ICT Officer for Europe and in close coordination with the Global User Support Unit in Manila

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 tickets assigned, 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 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 Regional ICT Officer and Global User Support (GUS) and supervisor when necessary and accordingly to identified priority levels.
2. Perform monitoring of local systems and network and provide routine control of servers and data within the mission.
3. Coordinate cases and required actions in monitoring systems, network, and applications resulting from routine control of automated tracking system, servers and data on assigned shifts.
4. Perform agreed tasks and collaborate with relevant units, when assigned, for joint development and delivery of systems, network and new and existing applications.
5. Provide support, and/or assume lead role when required, for planned technology upgrades. Perform implementation and administration of system, application and infrastructure components. Provide end-user training both as a technical support person in general and as a trainer for appropriate business process courses when necessary.
6. Produce and maintain relevant documentation and reference materials, including (but not limited to):
 - a. Mission Infrastructure Diagrams
 - b. Mission Infrastructure Inventory
 - c. Mission Security Documentation
 - d. Mission Account Management Records
7. Assist in analyzing performance problems of network, systems and applications and recommend solutions to enhance functionality, reliability, and/or usability.
8. Participate in ensuring quality and continuous improvement measures following IT Standards, Guidelines, and Policies.
9. Maintain an up to date IT inventory and advise the management on assets that require replacement in a timely manner
10. Update software inventory and inform all program about number of software requires for their sections
11. Manage the regular updates of the antivirus and patches for operating system and other softwares and the distribution of the updates to all the workstations.
12. Provide remote technical support for sub office at Heathrow airport as maybe required including possible in country travel to support such systems
13. Establish technical relationship and collaboration with other pertinent department/units – and with other IT personnel, partners, suppliers and providers – to identify opportunities for optimizing business and system effectiveness.
14. Perform any other duties as assigned by supervisor.

Required Qualifications and Experience

Education

1. Completed university degree in Computer Science, Information Technology or a related field from an accredited academic institution, with three years of relevant professional experience in Helpdesk / Service Desk roles;
2. Completed high school degree from an accredited academic institution, with five years of relevant professional experience;
3. Specialized formal training on IT systems, business software (Office 365), web-based applications, .NET applications, Mobile Applications, SharePoint, SAP HR and Financials; as applicable for the position.
4. Valid and relevant Microsoft, Cisco, and/or ITIL Certifications an advantage

Experience

1. Minimum three (3) years of relevant work experience in:
 - a. Medium-sized office LAN infrastructure, Active Directory domain environment, and Windows-based servers behind Cisco-powered VPN/WAN.
 - b. Support and troubleshoot computer and network equipment, including Microsoft Office Suite (Office 365/2016), TCP/IP Networking, Windows operating systems, Web-based Applications (.NET mainly), Mobile Applications, SharePoint, and SAP.
2. Excellent troubleshooting skills in determining and providing solutions, and able to manage workload priorities for assigned tasks.
3. Ability to provide IT Technical Support with a service-oriented and customer-satisfaction mindset; focused on quick and positive response/feedback to clients.

Languages

Fluency in English is required. Working knowledge of any other UN language an advantage

Required 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 relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

How to apply:

Please submit the completed personal history form (attached below, note it has several pages) with a cover letter not more than one page specifying the motivation for application to LondonHumanResources@iom.int. Please note that the post is subject to local recruitment. Only EU citizens or persons holding a valid residence or work permit for UK/EU will be eligible for consideration. Citizens or persons holding a valid residence or work permit for EU will be eligible for consideration. Please quote reference no. "VN GB10 2018_11 Technical/Service Support + SURNAME" in the subject of your application email.

Please note that only short-listed candidates will be contacted.

Deadline for application: 31st of October 2018