Position Title	:	**ICT Support Assistant**
Duty Station	:	Harare, Zimbabwe
Classification	:	General Service Staff, Grade G4
Type of Appointment	:	Special Short-Term Contract,3 months with possibility of extension
Estimated Start Date	:	As soon as possible
Reference Number	:	SVN2023/12
Closing Date		07 August 2023

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.

Context:

Under the overall supervision of the Chief of Mission and direct supervision of Resources Management Officer, the incumbent will be responsible for providing daily technical support and troubleshooting of all Information and Communication Technology (ICT) systems with consideration to the needs and requirements of the IOM mission in Zimbabwe

Core Functions / Responsibilities:

1. Assist with general on-site support for IOM Zimbabwe users in operation and maintenance of IT systems when necessary.
2. Assist with conducting initial assessment of users' needs for possible technology upgrades or purchase of IT equipment and peripherals.
3. Maintain and update records of IOM Zimbabwe hardware inventory and update list for disposal.
4. Assist in providing first level user support on IOM Zimbabwe desktop environment including Windows operating system, MS Office suite and other IOM standard application software.
5. Assist in providing technical support for IOM Zimbabwe phone, video conferences, remote meetings, and printer setup.

6. Help produce the needed input/output forms, reports, and other documentation materials, such as Users' Database Operation Manuals, from the database systems and sub-systems.
7. Perform such other duties as may be required.

Qualifications and Experience:

- High school degree, and two years of relevant experience administrating Cloud based services (AWS or Azure), Windows Server 2016 and LAN/WAN networking environment.

    or,

- University degree in computer science, telecommunications, electronic engineering, and four years of relevant experience as mentioned above.
.

Experience

Any of the above qualifications plus the following will be an advantage:

- AWS or Azure Cloud Certification (Associate)

- Microsoft Certification (MCP or above) in Windows Server 2016 or Active Directory (preferable)

- Other industry certifications such as CCNA+, Avaya, CompTIA Network+, VCP or ITIL.

Skills

- *Identify, diagnose and troubleshoot end-user computer's problems including Windows Operating Systems, Cisco VPN Connectivity, Microsoft Office, etc. Including remote troubleshooting tools*
- *Manage users in Active Directory, Exchange Server and Office 365*
- *Capacity to configure networking equipment including switches, firewalls, routers (e.g. Cisco, Riverbed).*
- *Knowledge in administering corporate antivirus and corporate backup systems*
- *Experience with ITIL-based service desk ticketing systems*
- *Creation of users, extensions, and overall administration of telephone switchboard systems (e.g. Avaya, Siemens)*
- *Managing videoconferencing systems (e.g. Webex, Polycom)*
- *Experience troubleshooting macOS and macOS-based applications*
- *SAP troubleshooting experience will be considered an advantage*

Languages

Proficiency in written and spoken English.

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 2*

- 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.

Core Competencies – behavioural indicators *level 2*

- 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
- Appointment will be subject to certification that the candidate is medically fit for appointment.
- No late applications will be accepted.

How to apply:
Interested candidates are invited to submit their applications to vacancieshre@iom.int by 07 August 2023 at the latest, referring to this advertisement.

Female candidates who are qualified and experienced are especially encouraged to apply**.**

Only shortlisted candidates will be contacted.