SENIOR INFORMATION AND COMMUNICATIONS TECHNOLOGY EXECUTIVE ~ COLOMBO

Open to Internal and External Candidates

Organizational Unit	:	**RESOURCE MANAGEMENT**
IOM Classification	:	**SENIOR INFORMATION & COMMUNICATIONS TECHNOLOGY ASSISTANT**
Duty Station	:	**COLOMBO**
Salary Per Month	:	**LKR 409,165.00 (G7)**
Type of Appointment	:	**ONE YEAR FIXED TERM CONTRACT**
Estimated Start Date	:	**AS SOON AS POSSIBLE**
Closing Date	:	**September 03rd, 2024**

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 government and migrants.

> IOM is committed to a diverse and inclusive environment. Read more about diversity and inclusion at IOM at Diversity and Inclusion at IOM | International Organization for Migration 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 (CoM) in Sri Lanka and direct supervision of the Head of Resource Management Unit, and in close coordination with the Asia and the Pacific (APAC) Regional Information & Communication Technology (ICT) team and ICT Central Team, the successful candidate will be responsible for managing the ICT Systems and Network Infrastructure of IOM Sri Lanka and Maldives offices in close coordination with Regional and Central ICT Units. The incumbent has to be competent in the technical aspect of desktop troubleshooting and user orientation.

Core Functions / Responsibilities:

1. Assist in coordinating the activities of the ICT Unit in the Country Office by ensuring that all requirements are addressed timely and accurately, with an efficient allocation of resources, and that all operations are in compliance with IOM ICT policies, standards and are in line with ICT strategy.
2. Coordinate with the senior management, Heads of units and field operations, for the adequate and timely provision of ICT solutions and services to satisfy operational needs, including emergencies as necessary.
3. Act as the ICT Focal Point for the mission with counterparts such as Regional ICT, ICT Central Team, ICT service providers, and Vendors for coordinated and adequate provision of ICT services. Participate in the ICT Working Group in Country representing the country office (CO) in discussions and initiatives.
4. Timely respond to information security incidents, and provide Tier 1 support and escalate to the relevant specialist teams/units, when needed, for immediate corrective/remedial actions.
5. Contribute to the preparation of the CO's ICT documentation including office specific Standard Operating Procedures (SOP), Business Continuity Plan, Disaster Recovery Plans and ICT Risk record for the CO's ICT related services.
6. Contribute to the service improvement assessments and provide recommendations to the CO's management to optimize and implement ICT Infrastructure and solutions to ensure the efficient functioning of CO's operations.
7. Maintain and check all technical specifications for procurement and provision of ICT-related equipment, supplies, services, and technical evaluations, are in line with ICT standards and policies, and are adequately managed.
8. Liaise with CO's Supply Chain Unit to guide on proper provision of ICT-related equipment, supplies, services and propose most suitable solutions.
9. Guide, coordinate and supervise the work of staff in the unit.

Required Qualifications and Experience

Education
- Bachelor's degree in Computer Engineering, Computer Science or a related field from an accredited academic institution with five (05) years of relevant professional experience; or
- Minimum seven (07) years of related work experience with High School Diploma.

Experience
- Experience in supervising and coordinating ICT services including the administration of operating systems for workstations.
- Experience in networking environment (LAN/WAN).

- Previous experience in a similar capacity and experience in working for an international organization in a multicultural work environment are advantageous.

Skills
- Good competencies in the technical aspect of desktop troubleshooting and user orientation.
- Ability to present ideas in a user-friendly language to non-technical staff and to handle a heavy workload efficiently with minimal supervision.
- Excellent analytical skills and understanding of team dynamics.
- Discreet, innovative, details and clients-oriented, patient and willingness to learn new things.

Languages

Fluency in **English** and **Sinhalese / Tamil** is required; Fluency in all three languages is advantageous.

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 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
- 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 potential.
- Empowering others and building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

Other

Appointment will be subject to certification that the candidate is medically fit for appointment and successful reference checks.

Women with the above qualifications are encouraged to apply.

How to apply:
Interested candidates are invited to submit their applications with the following documents:
a. Detailed bio data
b. Cover letter including two work related referees (non-related)
c. Pre-screening form (here)

Kindy submit your application via email to HRSRILANKA@iom.int indicating position applied on subject line by **Tuesday 03rd September 2024.**

Applications without the above mentioned will not be considered.
Only shortlisted candidates will be contacted.

Posting period:
From 20.08.2024 to 03.09.2024

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 during the selection process.