

## **INFORMATION AND COMMUNICATIONS TECHNOLOGY EXECUTIVE ~ COLOMBO**

**Open to Internal and External Candidates**

Organizational Unit	: <b>RESOURCE MANAGEMENT</b>
IOM Classification	: <b>INFORMATION &amp; COMMUNICATIONS TECHNOLOGY ASSISTANT</b>
Duty Station	: <b>COLOMBO</b>
Salary Per Month	: <b>LKR 243,986.00 (G5)</b>
Type of Appointment	: <b>ONE YEAR FIXED TERM CONTRACT</b>
Estimated Start Date	: <b>AS SOON AS POSSIBLE</b>
Closing Date	: <b>November 10<sup>th</sup>, 2024</b>

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:***

The incumbent of the position is responsible to support the provision of Information and Communications Technology (ICT) solutions and services in the country office including end user support. The role is essential for maintaining efficiency and effectiveness of mission's IT networks and systems, contributing to the overall organizational productivity. Under the direct supervision of the Senior ICT Assistant, and the overall supervision of the Head of Resource Management, and in close coordination with the Regional IMT Officer and relevant central ICT units, the following duties will be carried out by the incumbent;

### ***Core Functions / Responsibilities:***

1. Provide end user support and ensure that all ICT support incidents and requests are addressed within the agreed service level agreements (SLA):
  - a. Take ownership of users' requests/issues, open, update, and close them in the helpdesk ticketing system.
  - 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 for reported incidents.
  - e. Escalate to Tier 2 at the Regional Office or supervisor when necessary and according to the identified priority level of the issue.
2. Assist in creating and maintaining comprehensive documentation and reference materials for planned and delivered ICT systems in the mission and coordinate with the regional Office for any planned changes in advance.
3. Provide first line support to IOM's corporate applications and other in-house developed software.
4. Provide support, troubleshooting and maintenance and configuration of network, conference, telephony, physical security and system devices.
5. Install and relocate the organizational unit's hardware, coordinate equipment servicing and manage user accounts.
6. 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.
7. In coordination with the Regional Office and Central ICT information Security Unit assist in the roll out of cyber security efforts.
8. Assist in updating regular operating systems and software patches/firmware for workstations and devices to maintain security and protection against threats and vulnerabilities.
9. 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.
10. Maintain inventory of ICT software' licenses and of ICT equipment in coordination with asset unit and advise the owners/management about assets that require replacement and the licenses that require renewal in a timely manner.
11. Assist in the implementation of IOM ICT Standards and IOM ICT Policies and Guidelines regarding networks, systems, telecoms, ICT services, equipment usage, procurement of ICT equipment and information security.

### ***Required Qualifications and Experience***

#### **Education**

- Bachelor's degree in Computer Engineering, Computer Science or a related field from an [accredited academic institution](#) with three (03) years of relevant professional experience; or
- Minimum five (05) years of related work experience with High School Diploma.

### **Experience**

- Experience in networking environment (LAN/WAN) and Tier-1 level network/desktop support.
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.

### **Skills**

- Ability to handle a heavy workload efficiently with minimal supervision and understanding of the importance of close teamwork.
- Demonstrated ability to troubleshoot and resolve hardware and software problems is required. Knowledge of Office 365, Windows Administration at multi-site environment, MS Azure environment, cloud computing, Cisco devices, VPN, active directory, PBX, Backup & Replication, Ticketing systems, Antivirus Software, and ICT utilities.
- 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.

### ***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](#))

Kindly submit your application via email to [HRSRILANKA@iom.int](mailto:HRSRILANKA@iom.int) indicating position applied on subject line by **Sunday 10<sup>th</sup> November 2024**.

Applications without the above mentioned will not be considered.

Only shortlisted candidates will be contacted.

### **Posting period:**

From 27.10.2024 to 10.11.2024

### ***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.