



International Organization for Migration (IOM)  
The UN Migration Agency

## **SVN-2023-076**

### **Fully on-site position**

Position Title : **Senior Project Assistant, Systems Solutions Champion  
- Unit RSC (1 position)**

Duty Station : **San Jose, Costa Rica**

Classification : **G-6**

Type of Appointment : **Special Short Term, 6 months**

Estimated Start Date : **As soon as possible**

Closing Date : **May 8th, 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 governments and migrants.*

*The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.*

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

*Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen*

3. External female candidates.

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 85,000 or more refugees each year. IOM provides a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. Some 1200 multi-disciplinary staff members work in support of the USRAP which has an annual budget in the range of USD 200 million. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight and guidance to IOM's global support to all resettlement programs.

**Context:**

Under the United States Refugee Admissions Program (USRAP), the Resettlement Support Center (RSC) provides critical support and processing services for refugee resettlement to the US. As part of an MOU between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages several RSCs for. RSC manages US resettlement activities in Costa Rica. RSC prepares refugee applications for adjudication by and provides support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitates security and medical screenings, provides information about arriving refugees to resettlement agencies in the US and offers Cultural Orientation (CO) training to refugees departing for the US.

The USRAP has asked RSC to identify a System Solution Champion to engage RSC staff on activities relating to the development of a new Worldwide Refugee Admissions Processing System (WRAPS) software solution to support refugee processing currently conducted using WRAPS. The System Solution Champion will serve as the RSC's primary contact for receiving and sharing progress updates related to the development of the new software solution from the Refugee Processing Center (RPC); and facilitating feedback from the RSC on the creation of the new refugee processing system with the RPC. The System Solution Champion will actively monitor and facilitate User-Acceptance Testing (UAT) at the RSC throughout the development of the new software solution, engaging the proper RSC staff and coordinating feedback back to the RPC. The System Solution Champion will also take the lead in engaging with the RPC on current WRAPS functionality and development. System Solution Champions play an important role in reaching staff and providing communication and support to front-line users.

Under the overall supervision of the Project Coordinator and the direct supervision of Project Officer, Compliance & IAAP the Senior Project Assistant (Compliance, Systems Solutions Champion) has the following duties and responsibilities:

**Core Functions / Responsibilities:**

1. Serve as the primary change champion for each RSC and the primary point of contact (POC) to drive communication between the RPC Minimal Viable Product (MVP) build /development team and the RSC. Serve as the primary POC for the RPC MVP build /development team and liaise with RPC staff in order to maintain awareness of and active relationships with relevant POCs needed to review new functionality.
2. Serve as the focal point for RPC engagement related to review, verification or validation of the development of the new solution, as well as other RPC-driven changes.
3. Participate in ad-hoc committees and working groups comprised of representatives from the RPC, RSC, and external partners responsible for the development of the

- new MVP solution. Leverage knowledge and expertise in the current WRAPS processes and technology solutions to support these discussions.
4. Support RPC MVP build /development team with Design and Deployment considerations by analyzing new requirements, design, and build for accuracy and relevancy, with recommended revisions. Work with the RPC MVP build /development team to ensure system requirements are testable.
  5. Maintain a thorough and current awareness of RSC and RPC policies, plans, initiatives and developments that impact or otherwise influence RSC caseworkers and staff.
  6. Facilitate and execute UAT at the RSC on at least a quarterly basis, working with RSC staff members to incorporate broad feedback. Use available RSC resources to fully test and further build on system knowledge and associated workflows, as well as prepare colleagues for the MVP solution change.
  7. Maintain and update testing documentation and provide UAT results and feedback to the RPC. Participate and/or facilitate test scenarios and reviews/communicates with the RPC throughout the testing life cycle to ensure escalation of issues as appropriate.
  8. Plan and coordinate various opportunities for RSC involvement in in the practice, collaboration, interaction and education of the new system with the RPC MVP build /development team. Provide RSC with the latest updates on MVP system development and support knowledge sharing back to respective units.
  9. Become a subject matter expert (SME) on the usage of the new system to participate in 'Go-Live' activities as a local resource at the RSC and SME.
  10. Perform other duties as assigned.

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

### **Education and Experience**

- Completed secondary education required with six years of working experience;
- Or
- Bachelor's degree with four years of working experience.

### **Skills**

- Deep understanding (5+ years required) of knowledge of current RSC and/or USRAP, policies, and standards and WRAPS system processes and system steps.
- General familiarity with RPC and USRAP programmatic responsibilities, processes, and policies.
- Ability to work with a high degree of autonomy in planning, organizing, and carrying out the assigned responsibilities, including coordinating activities with professional staff.
- Ability to communicate with all staff throughout the RSC and RPC.
- Excellent analysis, evaluation and problem-solving skills.
- Excellent written and oral communications skills in English.
- Proven ability to handle multiple tasks simultaneously.
- Familiarity with iterative software development methodologies and delivery is a plus.
- Experience testing web-based solutions is a plus.

### **Languages**

Fluency in English and Spanish (oral and written) is required.

## **Salary**

1,253,076.92

## ***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.

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 - Behavioral indicators – Level 1

- 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:***

The candidate should send his/her application **through the following Microsoft Form**: <https://forms.office.com/e/b3qKdNsg31>.

The form will request vacancy code, position title, duty station, grade, and unit. Please complete as it follows:

- **Vacancy Code: SVN-2023-076**
- **Position Title: Senior Project Assistant, Systems Solutions Champion**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G6**
- **Unit: RSC**

Candidates must submit their offer by **May 8th, 2024**. No applications will be considered after this date.

**Any application not presented using the Microsoft Form, will not be taken into consideration.**

**In case of receiving applications from foreigners living in Costa Rica, they must have a valid work permit.**

**Only short-listed candidates will be contacted.**

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.