



International Organization for Migration (IOM)
The UN Migration Agency

SVN-2024-024

Position Title : **E- Learning Assistant (Graphic Design) (2 positions)**
Duty Station : **San José, Costa Rica**

Classification : **SST G5 - Gross Monthly Salary CR 993.000,00**

Type of Appointment : **Special Short Term**

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

Closing Date : **April 23th, 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.

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.

Organizational Context and Scope

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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's global E-Campus initiative is operated out of IOM Costa Rica's country office. The E-Campus team develops, hosts, and supports online training for external audiences, including beneficiaries, partners, and stakeholders worldwide, at the request of IOM Missions. IOM E-Campus has strengthened its capacity to develop e-learning courses. However, the demand for courses and the team is growing.

Under the direct supervision of the Coordinator (E-Learning Graphic Design) and the overall supervision of the National Officer (E-Campus) the E-Learning Assistant (Graphic Design) will be responsible and accountable for:

Responsibilities and Accountabilities

1. Design high-quality products following indications and meeting timelines on deliverables.
2. Design e-learning courses using Articulate 360 and other online course development tools, such as design templates, characters, backgrounds, scenarios, and icons.
3. Integrate or edit supporting material/media into courses (audio, video, resources, etc.)
4. Design creative elements that follow established e-learning design standards and OIM branding guidelines to provide innovative ideas.
5. Quality assurance (QA) testing of courses before their release.
6. UX/UI revisions for courses.
7. Performs any other duties as assigned by the immediate supervisor.

Required Qualifications and Experience

The incumbent is expected to demonstrate the following technical and behavioral competencies:

EDUCATION AND EXPERIENCE **EDUCATION**

- Professional in Graphic Design, Publicity or similar, with 3 years of relevant professional experience,
Or
- Completed High School with five years of relevant professional experience.

EXPERIENCE

- At least one year of experience in using Articulate 360 software.
- At least one year of experience supporting the development of graphic materials for e-learning.
- At least two years of experience working with Illustrator, InDesign, and Photoshop.
- At least six months of experience editing animated videos.
- Experience reviewing e-learning courses, including UX/UI and QA testing.
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation.

Skills

- Takes responsibility and manages constructive criticism.
- Mature professional, able to work independently and under pressure, able to maintain accuracy, paying attention to details, meeting deadlines, and working with minimal supervision.
- Strong interpersonal and intercultural skills with proven ability to work effectively and harmoniously with a team of colleagues.
- Medium knowledge of migration-related issues: migration management, vulnerable migrants, protection of migrants, labor migration, border management, human trafficking, and migrant smuggling, among others.
- Excellent command of Adobe Creative Cloud especially InDesign, Photoshop, and Illustrator.
- Basic knowledge of AI tools for course development.
- Proven ability to produce quality work accurately and concisely according to set deadlines.

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

Competencies¹

■ The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
Courage: Demonstrates willingness to take a stand on issues of importance.
Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

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 actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

How to apply:

The candidate should send his/her application through the following email cosanjoosevacancies2@iom.int using as Subject:
“SVN-2024-023 E-Learning Assistant (Graphic Design) G4”

The application must include:

- Curriculum with 3 references.
- Letter of interest.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Candidates must submit their offer by **April 23th, 2024**. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.

Only short-listed candidates will be contacted.

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

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.

La Organización Internacional para las Migraciones (OIM) no discrimina por motivos de discapacidad, edad, identidad y expresión de género, orientación sexual, nacionalidad, identidad racial, creencias religiosas, entre otras. La OIM está comprometida con un entorno diverso e inclusivo y por ello su personal proviene de una amplia gama de entornos socioeconómicos y perspectivas del mundo. Se alienta especialmente las candidaturas de mujeres, personas afrodescendientes y personas LGBTIQ+ que se encuentren cualificadas y cumplan los requisitos de cada vacante.