International Organization for Migration (IOM)

The UN Migration Agency

SVN-2024-028

Position Title	:	**Information Technology Assistant- Unit RMU (1 position)**
Duty Station	:	**SAN JOSE, COSTA RICA**
Classification	:	**G4**
Type of Appointment	:	**Special Short Term, 6 months**
Estimated Start Date	:	**As soon as possible**
Closing Date	:	**May 16th, 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 LGBTIQA+ 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.

Organizational Context and Scope

Under the direct supervision of the Senior ICT (Supervisor), the overall supervision of the Resource Management Officer the incumbent, and in close coordination with the ICT Central Team, the incumbent will provide first-level technical support and services to users of IOM's corporate applications and infrastructure, promoting a client and service-oriented approach.

1. Serve as the first level and frontline for helpdesk technical support requests, interacting with local and remote users to provide assistance and troubleshooting, including support with computers, applications, telephones, printers, scanners, PBX telephone systems, mobile phones, etc.
2. Provide technical support to corporate applications and ICT standard software (e.g., Office365 applications, SAP, Oracle, Migrant Applications, Internet Browsing Security, Mobile Applications, Bitlocker for disk encryption, etc.);
3. Provide technical support with the installation and maintenance of computers, peripherals, and the backup system; Administer and monitor systems and workstations supporting ICT-related tasks such as patch management, antimalware, and backup;
4. Keep secure all IT components and timely patched, including applications, computers, network devices, CCTV systems, access controls, mobile phones, telephone systems, etc.
5. Assist with the monitoring of workstations, LAN, and WAN equipment (e.g., Cisco Meraki, Cisco ASA Firewall, switches, Wi-Fi access points, Microsoft Intune, PBX telephone systems, and antimalware systems);
6. Assist with the administration of network devices, services including but not limited to AWS, Azure and Microsoft 365 Cloud-based services, Active Directory, corporate antivirus systems, and corporate backup;
7. Contribute with system upgrades and IT infrastructure changes ensuring compliance with ICT Standards and other relevant ICT instructions;
8. Provide induction, guidance, and training on IOM systems, devices, and network usage to end-users to facilitate the productive use of existing and new systems;
9. Help to maintain an IT inventory of active and retired equipment, including regular updates to the technical documentation of the IT network;
10. Support local and remote users with the setup and troubleshooting of teleconference meetings and calls;
11. Perform other related functions as required.

Required Qualifications and Experience

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

EDUCATION AND EXPERIENCE

- High school degree, and four years of relevant experience administrating Cloud-based services (Azure, AWS and/or Microsoft 365), and LAN/WAN networking environments, including Cisco Meraki. or,
- University degree in computer science, telecommunications, and systems engineering, and two years of relevant experience as mentioned above.

- Any of the above qualifications plus the following will be an advantage:
- AWS or Azure, and/or Microsoft 365 Cloud Certification (Associate) are important advantages.
- Microsoft Certification (MCP or above) in Windows Server 2019 or above and Active Directory is also preferable.
- Other industry certifications such as Cisco CCNA, Avaya, CompTIA Network+, CompTIA Security+, or ITIL.
- Cybersecurity-related certifications and training are an advantage.
- Four years of relevant experience administrating Windows computers, Office365 tools (e.g., Microsoft Outlook), and LAN/WAN Meraki networking environment.
- Extensive experience in direct user technical support and computer, network, and communication equipment troubleshooting.
- Proven experience supporting Office 365 and cloud-based solutions in AWS or Azure.
- Basic experience and/or knowledge in responding to cyber security incidents, vulnerability management, patch management, and security compliance daily tasks (e.g., NIST 800-53 cybersecurity standard and compliance framework).

Skills

- Position specific skills, for example:
- 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 and Office 365
- Capacity to configure networking equipment including switches, firewalls, and antennas (e.g. Cisco Meraki and ASA).
- Knowledge of 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. Microsoft Teams, Webex, Polycom)
- Experience troubleshooting macOS and macOS-based applications
- SAP and Oracle troubleshooting experience will be considered an advantage.

Languages

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).
For all applicants, fluency in Spanish and Elglish is required (oral and written).

Salary

792,461.54 colones

Required Competencies

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.
- 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.
- 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-2024-028**
- **Position Title: Information Technology Assistant**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G4**
- **Unit: RMU**

Candidates must submit their offer by **May 16th, 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.