



IOM International Organization for Migration

## Vacancy Notice

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| <b>VN Number</b>      | AZVN2018-04  |
| Position Title:       | IT/Database Assistant                              |
| Duty Station:         | Baku, Azerbaijan                                   |
| Classification:       | General Service Staff, Grade G5                    |
| Type of Appointment:  | One Year Fixed Term, with possibility of extension |
| Estimated Start Date: | As soon as possible                                |
| Closing Date:         | March 08, 2018                                     |

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 is committed to a diverse and inclusive environment. 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 direct supervision of the National Resource Management Officer and in coordination with ITC Helpdesk, the successful candidate will be responsible performing of all tasks/activities in accordance with ITC policies, rules and guidelines, as defined by IT HQ/ITC Helpdesk such as installation and maintenance of hardware, software and other IT applications.

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

- Installation, configuration and administration of Mission Local Area Network (LAN), Wide Area Network (WAN), Wireless LAN and network security in coordination with ITC Helpdesk.
- Installation and configuration of network equipment, including servers/routers/switches in coordination with ITC Helpdesk.
- Add and remove users from the Network in coordination with ITC Helpdesk.
- Installation and maintain the Printers, scanners and other devices in IOM Azerbaijan Mission, provide recommendations for improvements as needed
- Evaluate needs for upgrading and eventually replacing ICT equipment in the Mission to meet with IOM ICT standards.
- Monitoring of file/print server storage, usage and performance on a frequent and regular basis
- Managing back-up plans; ensuring that storage and archiving procedures are functioning correctly

- Establishing the needs of users and monitoring user access and security, controlling access permissions and privileges in File Server
- Function as a Mission Local System Administrator and provide technical support as required for IOM users
- Support to users in backing up and restoring their files to file server, as well as in virus detection, removal and prevention
- Monitoring logs in AV server, ensure that all workstations have updated corporate antivirus software.
- Ensure that ICT problem recovery is done as quickly as possible, assist with the installation and upgrade of organizational standard computer hardware and application relevant to the office.
- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and basic routine repairs.
- Assist in the drafting of internal technical documentation on operating procedures on ICT matters.
- Maintenance of the inventory of ICT equipment/license and stock of supplies and spare parts in cooperation with the Procurement Unit
- Installation and configuring corporate e-mail in mobile devices according to ICT rules
- Conducting training for the IOM Azerbaijan staff on MS Office applications, use of office equipment in the office
- Design and regularly update the IOM local website;
- Assist Procurement Unit in purchasing of ICT equipment – provide technical specifications according to ICT Standards
- Provide IT support to CVAC.
- Perform other duties as may be assigned from time to time.

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

### **Education**

- University degree in Information Technology or related fields of study from an accredited academic institution, with three years of relevant professional experience, information systems support, systems administration and maintenance, preferably in administrative support, procurement, logistics and inventory; or
- Completed High School degree from an accredited academic institution, with five years of relevant professional experience.

### **Experience**

- Experience providing IT support or facilitating IT training in an end-user environment;
- Sufficient experience on databases, Web design (HTML, CSS, Java), design programs
- Ability to prioritize, immediate troubleshooting of IT related queries, work in a team and under pressure
- Experience in MS SharePoint, Outlook and Distributed File Systems (DFS) is required. Experience in Active Directory environments is required.
- Demonstrated proficiency with Microsoft Office applications, including Excel, Power Point required

## Languages

Fluency in **English** and **Azerbaijani** is required. **Russian** is an advantage.

## **Required Competencies**

### **Behavioural**

The incumbent is expected to demonstrate the following competencies:

- Accountability – takes responsibility for action and manages constructive criticisms;
- Client Orientation – works effectively well with client and stakeholders;
- Continuous Learning – promotes continuous learning for self and others;
- Communication – listens and communicates clearly, adapting delivery to the audience;
- Creativity and Initiative – actively seeks new ways of improving programmes or services;
- Leadership and Negotiation – develops effective partnerships with internal and external stakeholders;
- Performance Management – identify ways and implement actions to improve performance of self and others;
- Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility;
- Professionalism - displays mastery of subject matter;
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation;
- Technological Awareness - displays awareness of relevant technological solutions;
- Resource Mobilization - works with internal and external stakeholders to meet resource needs of IOM (optional depending on position level)

### **Other**

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

### **How to apply:**

Interested candidates are requested to submit their application including the **most recent CV with a motivation letter in English** by indicating **name of the position** applied with its **VN number** in the subject line of the e-mail to **bakuhr@iom.int** by the end of **08 March 2018**

Please note that only shortlisted candidates will be contacted