International Organization for Migration (IOM)

The UN Migration Agency

VN # IOM0325-09

Position Title	:	**Senior Information Management and Communications Technology Associate**
Duty Station	:	**Tehran, Iran**
Classification	:	*General service Staff, Grade G6*
Type of Appointment	:	*Fixed term, one year with possibility of extension*
Estimated Start Date	:	**As soon as possible**
Closing Date	:	**March 26th, 2025**

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.

Context:

Under the direct supervision of the FAP National Programme Coordinator, the incumbent will be based in Tehran and will be accountable and responsible for the day-to-day Information Management and Communication Technology monitoring, training and problem solving for the German family reunification, resettlement, and evacuation caseloads.

Core Functions / Responsibilities:

1. Support the internal coordination of all ICT/IM-related activities including support of the Family Assistance Program (FAP) in **Tehran** and other FAP locations;

2. Verify that all IT/IS-related requests are addressed in a timely and accurate manner, while efficiently allocating resources and support where required;

3. Provide support in planning for necessary systems upgrades and IT infrastructure changes compliant with IOM Standards and the ICT requirements of the donor; install systems, network components and software; suggest best technical solutions in order to achieve required standards while taking into consideration local technical constraints;

4. Assist in configuring, installing and troubleshooting network infrastructure including routers, wan optimizers, firewalls, gateways, access points, vlans, etc.;

5. Incorporate IOM's Data Protection Principles into all IT/IS solutions and service delivery;

6. When required, provide ICT and Communication training to all end users to facilitate productive use of existing and new systems;

7. Support in the administration of servers providing ICT services (Application System and Databases, Appointment System, LAN, WAN, Messaging, Internet connectivity, etc.), to prevent and minimize downtime or service interruptions. Facilitate daily monitoring and adequate completion of backups;

8. Maintain the IOM Tehran CO and ICT FAP offices' inventory for hardware and software (safeguarding media and licenses), including regular updates to the technical documentation of related IT networks;

9. Support in the overall maintenance of present and upcoming ICT equipment, as well as Local Area Networks;

10. Support staff with technical and software problems encountered in the FAP;

11. Support access control management; cards registration, deletion and logs reporting;

12. Seek quotes and provide to procurement to carry out purchases of IT equipment as required by new projects FAP Management Team;

13. Provide end user support and monitor that requests, issues and incidents are addressed within the established service level of agreement (SLA):

   a. Take ownership of users' request/issues open, update, and close them in the helpdesk ticketing system.

   b. Provide Tier1 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. Determine root causes and propose resolution for problems raised for reported incidents.

   e. Escalate to Tier 2 when necessary and according to the identified priority level of the issue.

14. 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.

15. In coordination with the Regional Office and Central ICT information Security

Unit, assist in the roll out of cyber security efforts.

16. Contribute to the Business Continuity and Disaster Recovery Plans for mission databases and other ICT related services. Manage and monitor completion and accuracy of server's backup plans and verify simulation is carried out regularly to enable timely recovery when required.

17. Assist in delivering ICT training sessions to end users to facilitate productive use of existing and new systems and tools available in IOM.

18. Inform management of any problems or issues immediately and regularly make suggestions on how to improve efficiency and service;

19. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data;

20. Coordinate non-FAP IT-related issues at the mission

21. Guide and train other ICT support staff;

22. Perform any other duties as may be assigned.

Required Qualifications and Experience

Education

- Bachelor's Degree preferably in Computer Science, Science, or a related field from an accredited academic institution, with four years of relevant professional experience; or,

- High School diploma with six years relevant professional experience.

Experience

- A minimum 3-year professional experience in networking, Software support & Cluster environments (LAN/WAN) and Tier 2 remote network/desktop support.

- A Microsoft Dynamics CRM Application and/or Microsoft Dynamics CRM Customization and Configuration Certification is an asset.

- A Microsoft technical Certification (MCSA, MCSE, MCDBA) or an IT Project Management certification would be a distinct advantage.

- Demonstrated proficiency with Microsoft Office applications, including Excel, PowerPoint, Word, and Publisher.

- Previous work experience in international organizations and service industry companies would be an advantage.

Skills

- Identify, Ability to work under minimum supervision.

- Problem solving, Teamwork, and communication skills.

Languages

• Fluency, both written and oral, in local language (Persian) and English is required.

Required Competencies

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

- <u>Inclusion and respect for diversity:</u> Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- <u>Integrity and transparency:</u> Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- <u>Professionalism:</u> Demonstrates ability to work in a composed, competent, and committed manner and exercises careful judgment in meeting day-to-day challenges.
- <u>Courage:</u> Demonstrates willingness to take a stand on issues of importance.
- <u>Empathy:</u> Shows compassion for others, makes people feel safe, respected, and fairly treated.

Core Competencies
- <u>Teamwork:</u> Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- <u>Delivering results:</u> Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.
- <u>Managing and sharing knowledge:</u> Continuously seeks to learn, share knowledge and innovate.
- <u>Accountability:</u> Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.
- <u>Communication:</u> Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

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 invited to fill in **the Personal History Form** attached and send it together with their **CV** and **cover letter** to the following address:

IOMTehranRecruitment@iom.int no later than **26th March 2025.** Please take note that the vacancy notice number (VN#IOM0325-09) must be referred to in your application/email and/or cover letter in order for an application to be considered valid. IOM only accepts profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 12.03.2025 to 26.03.2025

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.