



International Organization for Migration (IOM)  
The UN Migration Agency

## Open to Internal and External Candidates

Position Title : **National IT Officer**  
Duty Station : **Odesa, Ukraine**  
Classification : **National Officer, Grade NO-A**  
Type of Appointment : **Fixed-Term, One Year with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **27 October 2023**



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. 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 overall supervision of the Chief of Mission, the direct supervision of the EUBAM Chief of Administration and with technical supervision from the Information and Communications Technology Officer in Kyiv, the successful candidate will be responsible for the administration, functionality and evolution of the Information Technology and Communication (ITC) infrastructure and systems for EUBAM.

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

1. Supervise and coordinate the EUBAM IT activities, ensuring that all requests are addressed timely and accurately, with an efficient allocation of resources.
2. Assist the administration for the adequate planning and provision of IT resources for EUBAM.
3. Plan for systems upgrades and IT infrastructure changes compliant to ITC Standards.
4. Install systems, network components and software; suggest best technical solutions in order to achieve required standards while taking into consideration local technical constraints.
5. Provide technical and administrative support to all mission staff in main and sub-offices on ITC.
6. Secure the implementation of IOM ITC standards, policies and guidelines, in particular with regards to implementation of network systems, IT security, software licensing, telecoms and ITC procurement.

7. Daily monitor mission-critical services and applications such as site to site VPNs, Firewalls, Antivirus and Backup services, PRISM, intranet portal ensuring effective liaison with technical counterparts for the proper functioning and availability of those systems. Assist with end-user training for those systems when required.
8. Ensure the required performance and stability of network services and servers (LAN, WAN, Internet and VSATs connectivity, VPN, etc.), to prevent and minimize downtime or service interruptions.
9. Ensure monitoring and adequate completion of servers' and workstations' backups and restorations.
10. Develop and implement, when necessary, ITC training to all end users to ensure productive use of the IT and Telecommunications resources.
11. Provide remote technical support for all EUBAM offices and working locations, as well as on site visits when necessary.
12. Maintain the office's ITC inventory for hardware and software (safeguarding media and licenses), including regular updates to the technical documentation of IT networks.
13. Liaise with ITC service providers and vendors for the adequate provision of supplies and services.
14. Assist in technical support and maintain EUBAM web-based applications. Provide web management services.
15. Perform such other relevant duties as may be assigned.

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

#### **Education**

- Bachelor's degree or equivalent from an accredited academic institution preferably in Information Technology and Communication, Computers and Information, Computer Science or related disciplines with four years of professional work experience.  
OR
- Master's degree or equivalent from an accredited academic institution preferably in Information Technology and Communication, Computers and Information, Computer Science or related disciplines with two years of professional work experience.

#### **Experience**

- Two years of experience in implementation and administration of Microsoft Windows network environment (LAN/WAN) and first level network/desktop support;
- Holder of Certified Cisco Network Associates (CCNA), Microsoft Certified System Administrator (MCSA)/ Microsoft Certified Database Administrator (MCDBA)/ Microsoft Certified System Engineer (MCSE) certifications would be an advantage;
- Previous work experience with IOM or UN common system is an advantage.

#### **Skills**

- Extensive knowledge of Windows OS, Windows-based applications and packages, SQL, ISA, , TCP/IP, Telecoms, Network Protocols, Cisco PIX/ASA devices, VPN, VoIP, MS Office, Antivirus Software and utilities; knowledge of PHP, Java, HTML, mySQL and graphic packages (Photoshop, Illustrator, InDesign);
- Experience in web design and development of web-based office applications;
- Demonstrated ability to handle confidential data in a professional, responsible and mature manner;
- Demonstrated ability to train individuals, to work effectively and harmoniously with colleagues within a team from varied cultures and professional backgrounds.

## **Languages**

For all applicants, fluency in English and Ukrainian is required (oral and written).

## **Competencies**

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

### **Values**

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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 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 – behavioural indicators - level 2**

- 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

***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 security clearances.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

***How to apply:***

Interested candidates are invited to submit their applications using the [IOM Personal History Form](#) and sending to [vacancies\\_ukraine@eubam.org](mailto:vacancies_ukraine@eubam.org) by **27 October 2023** the latest, referring to this advertisement in the subject line of your message.

Only shortlisted candidates will be contacted.

***Posting period:***

From 13.10.2023 to 27.10.2023