

VACANCY NOTICE



International Organization for Migration (IOM)
The UN Migration Agency

The International Organization for Migration is seeking qualified candidates holding **Turkish citizenship** for the following position based in Gaziantep, Türkiye.

Vacancy Notice Number:	SVN#TR/2024/178
Position Title:	ICT Associate- re-advertised
Duty Station:	Gaziantep – Türkiye
Classification:	6 months Special Short Term Graded Contract (G5) - with possible extension
Eligibility:	Turkish Nationals
Deadline of Applications:	7 November 2024
Number of People to be hired	1
Category:	Internal & External

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.

At IOM, we welcome applications from qualified professionals, irrespective of their race, religion, skin color, nationality, age, disability status, ancestry, sex, sexual orientation, gender identity or expression, marital status, family structure, mental health status, or any other characteristic.

Our policies encourage a workplace free from discrimination and any form of harassment. Qualified women are particularly encouraged to apply for this position. Read more about diversity and inclusion at IOM at www.iom.int/diversity

General Functions:

Under the overall supervision of the Chief of Mission, administrative supervision from Senior Resource Management Officer (SRMO) and technical direct supervision from the Senior Information Technology Associate (Infrastructure) based in Gaziantep, the incumbent will be responsible in providing technical support and services to users of IOM's corporate applications and infrastructure, promoting a client and service-oriented approach in Gaziantep Sub-Office and warehouses including field offices in Hatay and Sanliurfa.

Major Duties and Responsibilities:

1. Provide onsite end-user support.
2. Answer all user problems timely and appropriately via email, telephone call or in person.
3. Assist in the installation, operation, and administration of the network components, which will include Cisco Routers, Firewalls and Switches among others.
4. Monitor systems and networks (LAN, WAN) and perform essential maintenance.
5. Assist in Installation and administration of the security for the various system and network components, including protection against viruses, access to email and Internet.
6. Install and maintain telecommunication PABX system, call tracking, and providing monthly calls bill.
7. Assist in developing and providing training to end users to ensure productive use of existing and new systems developed.
8. Maintain IT inventory and documentation, implement IOM standards, maintain up-to-date network diagrams.
9. Install and relocate the unit's hardware and coordinate equipment servicing.
10. Support in the maintenance of present and upcoming ICT equipment.

11. Diagnose and resolve any hardware, software or connectivity problem with minimum delay.
12. Create and maintain an archive of softwares, manuals and maps of network infrastructure for IOM Gaziantep sites.
13. Perform quality assurance procedures to ensure client satisfactions.
14. Keep abreast of latest IT standards and technology.
15. Provide technical support and assistance to end users of mission – critical applications such as Web-MiMOSA, SAP-PRISM, MAIA, etc.
16. Regularly report needs and progress on ITC issues in his/her area of responsibility.
17. Travel to field warehouse to provide ICT support.
18. Perform other related duties as may be assigned.

Required Qualifications:

Education:

- B Bachelor's diploma in computer science with at least three years of relevant professional experience, or
- School diploma with at least five years of relevant professional experience.

Experience:

- Experience in networking environment (LAN/WAN).
- Experience in Windows Server software in a multi-site environment, TCP/IP, MS Office, Antivirus Software, Backup Server software and IT utilities.
- BSAFE and Information Security Awareness – Foundational training required.
- Knowledge of IP, VPN, VOIP and LAN/WAN infrastructure.
- Training on ITIL Foundation and/or PRINCE2 will be an advantage

Languages:

- Fluency in **English and Turkish** is required.

Required 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.

Core Competencies – behavioral 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 action and delegated work.
- **Communication:** 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, accreditation, any residency or visa requirements, and security clearances.

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.

This is a local position and applications from candidates for non-Turkish citizens holding a valid residence permit residing in Türkiye might be considered.

How to Apply:

Interested candidates are requested to submit their application including the most recent CV with a cover letter in English with contact details (name, position, phone and e-mail details) of three references by indicating name of the position applied with its VN number in the subject line of the e-mail to iomtrjobs@iom.int or to IOM İlkbahar Mahallesi Konrad Adenauer Caddesi No: 63 Çankaya, Ankara Türkiye by the end of **7 November 2024**.

Please note that only shortlisted candidates will be contacted.