



POST DESCRIPTION

I. POSITION INFORMATION	
Position title	Information Technology Assistant
Position grade	G-5
Duty station	Freetown, Sierra Leone
Job family	Information Communications and Technology
Organizational unit	Resource Management Unit
Is this a Regional, HQ, MAC, PAC, liaison office or country office based position?	Country office
Appointment type	12 months renewable
Reports directly to	Resources Management Officer
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>Under the direct supervision of the Resource Management Officer, and under the overall supervision of Head of Office a.i., the incumbent will be responsible for assisting in the maintenance, support and implementation of the IT Infrastructure in IOM Country Office, Sierra Leone.</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none">1. Provide end user support and ensure that all ICT Issue tickets and queries are logged and answered appropriately via email, telephone call and/or in person by taking Issue ticket ownership – open, update, and close assigned tickets, meeting or exceeding Service Level Agreements (SLA)<ol style="list-style-type: none">a. Take ownership of user problems and be proactive when dealing with user issues.b. Provide Tier 1 and Tier 2 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. Assist in determining root causes and propose resolution for problems raised by reported incidents.e. Escalate to Global User Support (GUS) and supervisor when necessary and accordingly to identified priority levels.2. Administering and monitoring of local services, servers, systems, and networks and provide routine control of servers and data.3. Maintain and monitor the efficient access and uptime to Local, Corporate, or Cloud Services.4. Participate in the coordination and implementation of planned technology upgrades. Perform implementation and administration of system, application, and infrastructure components. Including support to ensure readiness for events and supporting the event's technical activities.5. Maintain, monitor, and support the effective utilization of communication equipment (including but not limited to: PABX, videoconferencing equipment, and mobile devices)6. Provide end-user training both as a technical support person in general and as a trainer for corporate applications and business process. Provide guidance and training to Tier 1 colleagues as needed.	



7. Produce and maintain relevant documentation and reference materials, including (but not limited to): ICT asset and software inventory, infrastructure diagrams, security documentation, and Identity and access management records. Recommend equipment and software replacements in a timely manner following the ICT asset lifecycle standards.
8. Assist in analyzing and correcting performance problems of network, systems and applications and recommend solutions to enhance functionality, reliability, and/or usability.
9. Administer and monitor server and workstation supporting systems such as patch management, antivirus, and backup, recommend and take appropriate actions when needed.
10. Participate in ensuring quality and continuous improvement measures following ICT Standards, Guidelines, and Policies.
11. Perform such other related duties as may be assigned.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

- Completed university degree in Computer Science, Information Technology or a related field from an accredited academic institution, with three years of relevant professional experience in Helpdesk / Service Desk roles.
- Completed high school degree from an accredited academic institution, with five years of relevant professional experience.
- Microsoft Certification (MCP or above) in Windows Server 2016 and/or Active Directory.
- Azure or AWS Associate Certification.
- Cisco Certified Network Associate (CCNA)
- Other industry certifications such as CompTIA, VCP or ITIL are a distinct advantage.

EXPERIENCE

- Extensive experience in direct user technical support and computer, network and communication equipment troubleshooting are a distinct advantage.
- Correctly applies knowledge of specialized IT disciplines.

V. LANGUAGES

Required	Advantageous
Fluency in English (oral and written).	

VI. COMPETENCIES¹

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

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.



- 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 – 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Notes²

Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

The appointment 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

The Deadline for application is 28th April 2023.

We invite all interested candidates to submit their applications as soon as possible via iom-recruitment-sl@iom.int

² Indicate in this box if there is any differing provision of process because the position is in a specific program or to address emergency situations. For example, if donor approval is required: "The recruitment process for this vacancy will be subject to PRM review, as part of the USRAP process".