



International Organization for Migration (IOM)
The UN Migration Agency

Special Vacancy Notice CL-04-2024

Open to Internal and External Candidates

Position Title : **IT Assistant (Tier 1 User Support) – (Asistente de Informatica)**
Duty Station : **Santiago, Chile**
Classification : **General Service, Grade G-4**
Type of Appointment : **Special short-Term, six months with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **September 26, 2024**

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 direct supervision of the Resource Management Officer (RMO) and the overall supervision of the Chief of Mission (COM), and in close coordination with the ICT Central Team, the incumbent will provide first-level technical support and services to users of IOM's corporate applications and infrastructure, promoting a client and service-oriented approach.

Core Functions / Responsibilities:

1. Serve as the first level and frontline for helpdesk technical support requests, interacting with local and remote users to provide assistance and troubleshooting.
2. Provide technical support to corporate applications and ICT standard software (e.g. Office365, SAP, Migrant Applications, Internet security, Mobile Applications);
3. Provide technical support with the installation and maintenance of servers, computers, and peripherals;
4. Assist with the monitoring of workstations, servers, LAN, and WAN equipment (e.g. Firewall, switches, Wi-Fi access points, Microsoft Intune, backup and antivirus systems);

5. Assist with the administration of servers and services including but not limited to AWS and Azure Cloud-based services, VMware, Windows Servers and Active Directory, corporate antivirus systems, and corporate backup;
6. Contribute with system upgrades and IT infrastructure changes ensuring compliance with ICT Standards and other relevant ICT instructions;
7. Provide induction, guidance, and training on IOM systems, devices and network usage to end-users to facilitate productive use of existing and new systems;
8. Help to maintain an IT inventory of active and retired equipment, including regular updates to the technical documentation of the IT network;
9. Perform other related functions as required.

Required Qualifications and Experience

Education

- High school degree, and four years of relevant experience administrating Cloud based services (AWS or Azure), Windows Server 2016 and LAN/WAN networking environment or;
- University degree in computer science, telecommunications, electronic engineering, and two years of relevant experience as mentioned above.
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Any of the above qualifications plus the following will be an advantage:

- AWS or Azure Cloud Certification (Associate)
- Microsoft Certification (MCP or above) in Windows Server 2016 or Active Directory (preferable)
- Other industry certifications such as CCNA+, Avaya, CompTIA Network+, VCP or ITIL.

Experience

- Four years of relevant experience administrating Windows Server 2016 and LAN/WAN networking environment.
- Extensive experience in direct user technical support and computer, network and communication equipment troubleshooting
- Proven experience supporting Office 365 and cloud-based solutions in AWS or Azure.

Skills

- Position specific skills, for example:
- Identify, diagnose and troubleshoot end-user computer's problems including Windows Operating Systems, Cisco VPN Connectivity, Microsoft Office, etc. Including remote troubleshooting tools
- Manage users in Active Directory, Exchange Server and Office 365
- Capacity to configure networking equipment including switches, firewalls, routers (e.g. Cisco, Riverbed).
- Knowledge in administering corporate antivirus and corporate backup systems
- Experience with ITIL-based service desk ticketing systems

- Creation of users, extensions, and overall administration of telephone switchboard systems (e.g. Avaya, Siemens)
- Managing videoconferencing systems (e.g. Webex, Polycom)
- Experience troubleshooting macOS and macOS-based applications
- SAP troubleshooting experience will be considered an advantage

Languages

Required

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

Desirable

Any other languages are desirable.

Required Competencies

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

VALUES - All IOM staff members must abide by and demonstrate these five values:

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **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 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 actions and delegated work.

- **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way

Other information:

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.

It is mandatory for each applicant to have COVID-19 vaccines up to date.

Only candidates residing in the country 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.

Vacancy close at 23:59 local time Santiago, Chile on the respective closing date. No late applications will be accepted.

How to apply:

Interested Internal candidates (IOM staff) are invited to submit their applications to IOMSantiagoVacancies@iom.int by September 26, 2024, referring to this advertisement in the subject of the email, along with the [Internal Application Form](#) completed, and the updated CV in PDF.

Interested External candidates are invited to submit their applications to IOMSantiagoVacancies@iom.int by September 26, 2024 referring to this advertisement in the subject of the email, along with the [Personal History Form](#) completed, the updated CV and the [Relatives Declaration Form](#) completed in PDF.

Only shortlisted candidates will be contacted.

Posting period:

From 05.09.2024 to 26.09.2024