

IOM Greece
CALL FOR APPLICATIONS

Reference Number : **GRCFA23-183**
Position Title : **Junior ICT Assistant– User Support**
Duty Station : **Athens, Greece**
Type of Appointment : **Special Short-Term Ungraded Contract**
Closing Date : **26 November 2023**

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. The International Organization for Migration (IOM) is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to: assist in meeting the growing operational challenges of migration management; advance understanding of migration issues; encourage social and economic development through migration, and; uphold the human dignity and well-being of migrants.

In Greece, IOM is focusing on responding to the Mediterranean migrant's crisis, in support of the Greek Government and in cooperation with all other agencies involved. IOM currently implements interventions within the areas of emergency, preparedness and response, disaster risk reduction, livelihoods, healthcare and psychosocial assistance, assisted voluntary return of migrants, migration and development, resettlement and repatriation, family reunification, counter human trafficking, assistance to vulnerable migrants.

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 Senior Resource Management Officer (SRMO), the direct supervision of the Information Communications and Technology (ICT) Assistant (Tier 2) – *Field ICT Team Leader*, the technical guidance of the ICT Officer and in close coordination with the ICT Central Team, the successful candidate will provide first level technical support and services to users of IOM's corporate applications and infrastructure, promoting a client and service-oriented approach in the various sites and facilities where IOM project activities are implemented.

Core Functions / Responsibilities:

1. Provide end-user support and ensure that all ICT issue tickets and queries are logged and appropriately answered via email, phone, and/or in person by taking issue ticket ownership - open, update, and close assigned tickets while meeting or exceeding Service Level Agreements (SLA):
 - a. Support users in problem-solving related to issued ICT tickets.
 - b. Provide assistance to Tier 1 technical support for reported incidents, such as immediate diagnosis and workarounds.
 - c. Log all actions and steps taken to respond to an incident or to complete a request.

- d. Assist in the identification of root causes and the formulation of solutions to problems raised by reported incidents.
 - e. When necessary, escalate to Global User Support (GUS) and supervisor, according to identified priority levels.
2. Administer and monitor local services and networks.
 3. Maintain and monitor the efficient access and uptime of local, corporate, or cloud services.
 4. Provide support for planned technology upgrades. Implement and administer 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: Private Automatic Branch Exchange (PABX), videoconferencing equipment, and mobile devices).
 6. Produce and maintain drafts of documentation and reference materials, including (but not limited to): ICT asset and software inventory, and identity and access management records.
 7. Assist in analyzing and correcting performance problems of network, systems and applications and recommend solutions to enhance functionality, reliability, and/or usability.
 8. Provide assistance in monitoring server and workstation supporting systems such as patch management, antivirus, and backup, recommending appropriate actions when needed.
 9. Participate in ensuring quality and continuous improvement measures by following ICT Standards, Guidelines, and Policies.
 10. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Bachelor's degree in Computer Science, Information Technology or a related field from an accredited academic institution (ongoing or completed).or
- High school degree/certificate with minimum two years of relevant professional experience
- The following will be an advantage: Associate Level Certification in Microsoft 365

Experience and Skills

- Experience in direct user technical support and computer, network and communication equipment troubleshooting are a distinct advantage.
- Excellent troubleshooting skills in determining and providing solutions, and able to manage workload priorities for assigned tasks.
- Correctly applies knowledge of specialized IT disciplines.
- Other industry certifications such as CompTIA, VCP or ITIL are a distinct advantage.

Languages

Fluency in **English** and **Greek** (written and oral) is required.

Required Competencies

IOM's competency framework can be found at this [link](#).

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

- **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:

IOM is committed to a diverse and inclusive environment.

This post is subject to local recruitment. Only those holding a valid residence and work permit for Greece will be eligible for consideration.

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

At the time of recruitment, all candidates must disclose any known relative or spouse who works for IOM. Candidates may also be requested to provide documentary evidence of academic degree(s), professional licenses, and proof of no criminal records as relevant to the requirements of the position advertised.

Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable.

Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.

How to apply:

Interested candidates are invited to submit their application including **a cover letter, CV and a completed Personal History Form in English by email to: GRHRAPPLY@iom.int**, specifying the vacancy reference number **GRCFA23-183 and full name** in the subject line.

Please click this [link to access the Personal History Form](#) (four pages).

Due to the volume of applications received, IOM Greece Human Resources will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

Posting period:

From 13 November 2023 to 26 November 2023.