



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **IT Project Assistant**
Duty Station : **Port Vila, Vanuatu**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **Fixed Term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **5 July 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 (CoM) Vanuatu and direct supervision of the Project Officer (Immigration and Border Governance (IBG)) Port Vila, Vanuatu; and, in collaboration with the Regional Thematic Specialist for IBG based in the Regional Office for Asia and the Pacific as well as the IT Officer in IOM Canberra and the ICT Central Team, the successful candidate will be responsible for providing technical advice to the Government of Vanuatu on IT aspects related to the installation of the Border Management Information Systems (BMIS) at Vanuatu's key country's Points of Entry. The IT Project Assistant will provide day to day advice and support on the subject matters outlined in these TORs.

Core Functions / Responsibilities:

Maintaining close coordination with the IBG Team of IOM Vanuatu, the IT Project Assistant will liaise with the IT Team of the Government of Vanuatu and with other relevant stakeholders to support the coordination on IT aspects related to Migration Information and Data Analysis System (MIDAS).

1. Assist on the preparation of templates and materials for new data/reporting procedures and review the content, materials and specifications of the project related to the IT components and equipment;

2. Coordinate with IBG Team of IOM Vanuatu and IT team at Vanuatu Government Department of Immigration and Passport Services (VIS) and Vanuatu Office of the Chief Information Office (OGCIO) on the customization of MIDAS;
3. Support coordination of IOM IBG programme activities with the Government of Vanuatu (e.g coordination with IT Team on activity planning related to IT aspects);
4. Support capacity building initiatives for IT team at Vanuatu Government Department of Immigration and Passport Services (VIS) and Vanuatu Office of the Chief Information Office (OGCIO) focusing on IT equipment installation and maintenance, ensuring adequate transfer of knowledge and skills to the IT Team to ensure efficient procedures and effective operation of MIDAS;
5. Assist the MIDAS team at Headquarters (HQs) and IOM Vanuatu in the delivery of trainings to border officials on equipment installation and IT-related matters;
6. Support the IBG Team of IOM Vanuatu and the MIDAS team at HQs in the delivery of Training of Trainers (ToT) trainings to border officials on how to operate the system;
7. Provide assistance to the MIDAS team at HQs and Government of Vanuatu's MIDAS Trainers in the delivery of cascading trainings to other border officials on how to operate the system;
8. Provide technical assistance and support to the IOM IBG unit and Government of Vanuatu's Officers on IT-related aspects of the project;
9. Provide IOM Vanuatu with end user support and resolve all Information and Communications Technology (ICT) issues timely and appropriately and escalate to the IT Officer in IOM Canberra, Global User Support (GUS) and CoM Vanuatu when necessary and accordingly to identified priority levels;
10. Ensure that the implementation of ICT infrastructure is compliant to IOM ICT standards, policies and guidelines, in particular with regards to network systems, telecoms and ICT procurement (hardware and software); suggest best technical solutions in order to achieve required standards and user-friendly environment;
11. Support the administration and monitoring of local services, servers, systems, and networks and routine control of servers and data; analyze and correct performance problems of network, systems and applications and recommend solutions to enhance functionality, reliability, and/or usability;
12. Support the ICT of the IOM Vanuatu office by regularly reporting needs and progress on ICT issues to the IT Officer in IOM Canberra office and assist in liaising with ICT service providers and vendors for the adequate provision of supplies and services;
13. Assist in the implementation and monitoring of project activities;
14. Perform other related duties as assigned.

Required Qualifications and Experience

Education

- Bachelor's degree in Computer Science, Information Technology, Electrical Engineering, or related fields from an accredited academic institution with three years of relevant professional experience; or,
- Completed high school degree from an accredited academic institution, with five years of relevant experience.

Experience

- Experience in Windows Operating Systems (Microsoft Windows 10 Professional or Enterprise), MS Office (2016 pro plus), Antivirus Software and IT utilities;
- Experience in Microsoft Windows Server and MS SQL Server will be an advantage;
- Familiarity with the thematic area of Integrated Border Management (IBM);
- Previous experience in working with any Border Management Information Systems (BMIS), on IT-related components and/or Identity Management Systems desirable;
- Knowledge of the MIDAS is an asset;
- Experience in developing training material for capacity building on IT components and IT system usage/best practices;
- Experience in providing technical advice and recommendations for IT procedures and technology best practices;
- Prior experience in working with governmental and non-governmental institutions on IT related matters and as well prior experience in working with IOM would be an advantage.

Skills

- Proficiency with database and inter-connectivity of systems;
- Excellent communication, interpersonal and organizational skills;
- Ability to work with colleagues from different cultures and professional background;
- Personal commitment, efficiency, flexibility, and drive for results.

Languages

Fluency in **English** and **Bislama** is required. Working knowledge of French is an advantage.

Required 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 – 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.

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 verification of residency, visa and authorizations by the concerned Government, where applicable.

Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

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

Vacancies close at 23:59 local time Port Vila, Vanuatu on the respective closing date. No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications via email to HRCanberra@iom.int by 5 July 2023 at the latest.

Kindly indicate the reference code VN/VU/001/2023 followed by your full name in the subject line.

Applications should include:

- a) CV
- b) Cover letter

c) IOM Personal History form which can be downloaded from this link <https://australia.iom.int/careers>

In order for the applications to be considered valid, IOM only accepts the full application documents indicated above to be duly completed and emailed to HRCanberra@IOM.INT .

Only shortlisted candidates will be contacted.

Posting period:

From: 22.06.2023 – 05.07.2023