



Vacancy Notice No : SVN 2023/02 Re-issued II
Position title : IMCT Technical Support Assistant, Global Visa Application Centre (VAC) Network
Duty Station : Belgrade
Classification : General Service Staff
Type of Appointment : SST G4 (6 months with possibility of extension)
Estimated Start Date : November 2023
Closing Date : 12 October 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.

General functions

Under the overall supervision of the Programme Manager for The Visa Application Centre (VAC) Network, and the direct supervision of the IMCT Officer for the VAC Network, the successful candidate will be responsible for the administration, functionality and evolution of IT infrastructure and systems of the IOM Global VAC Network, in close coordination with relevant teams from ICT division. In particular the incumbent will be responsible for the following tasks:

- Provide first tier Technical Support such as immediate diagnosis and workarounds for reported incidents for the IOM Global VAC Network.
- Provide timely and customer-oriented response and resolution to reported incidents and service requests.
- Log all actions and steps taken to respond to an incident or to complete a request.
- Assist in determining root causes and resolution for problems raised by reported incidents.
- Escalate to and coordinate when necessary and accordingly to identified SLAs and escalation points.
- Under the guidance of the IMCT Officer, coordinate and liaise with IT resources from VAC partners for the timely resolution of IT issues.
- Fulfil assigned and scheduled tasks of all Information Management and Communications Technology (IMCT) related projects and activities in support of the IOM Global VAC Network in strict compliance with IOM ICT Standards and Policies, as well as compliance with the requirements on IT infrastructure management, security, and procedures set by external partners—including those set by the VFS Global IT; Immigration, Refugees and Citizenship Canada (IRCC); the Ministry of Justice of the Republic of Korea, and partner embassies and ministries.
- Provide application and systems support, while verifying the data integrity and data protection principles are followed for all IMCT systems.
- Assist in the maintenance of lists and reports for ongoing systems' needs, including reconciliation and updates of the IOM Global VAC Network inventory.

IOM Belgrade

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- Help conduct initial assessment of users' needs for possible or immediate technology upgrades or purchase of IT equipment and peripherals.
- Assist in the creation and upkeep of IT documentation and reference materials for delivered and planned IT services, including user manuals, when assigned.
- Keep abreast of technologies and contribute to quality and continuous improvement measures to overall service delivery and support.
- Maintain good technical communications and relations with relevant IMCT teams and software vendors to facilitate the smooth and proper support to the IOM Global VAC Network needs.
- Perform other relevant functions and duties as required

Desirable Qualifications and Experience:

- Completed University degree, preferably in Computer Engineering or Computer Science, or in other related fields from an accredited academic institution or a combination of relevant education and professional experience
- Valid and relevant certification such as Microsoft, Cisco, ITIL, etc. would be an advantage
- A minimum 2-year professional experience and knowledge on:
 - WAN/LAN/Cloud infrastructure and TCP/IP networking
 - Windows-based domain servers and computer
 - Microsoft Office (desktop and cloud) applications
 - Business applications and management systems
 - Document and/or Content management systems
 - IT Service Management frameworks
 - Service Desk issue-tracking systems
 - Telephony systems

Skills

- Ability to present ideas in a user-friendly language to non-technical staff and end-users.
- Excellent troubleshooting skills in determining and providing solutions, and able to manage workload priorities for assigned tasks.
- Ability to provide IT Technical Support with a service-oriented and customer-satisfaction mindset; focused on quick and positive response/feedback to clients.
- Excellent coordination and communication skills; experience in aiding projects and follow assignments and tasks through known project management frameworks and methodologies.

Languages Required

Fluency in English

Any other UN language is desirable

How to apply:

Interested candidates to submit their applications as soon as possible by sending the IOM Personal History form in English language available on IOM Serbia [website](#) and a motivation letter, not more than one page, via email to iombegvacancy@iom.int quoting this respective Vacancy notice number (SVN 2023/02) in the subject.

Only shortlisted candidates will be contacted.

Position is subject to availability of funding

Posting period: From 04.10.2023 to 12.10.2023

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances by the Canadian Immigration. 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.

The Contract contains 12 Service standards that are to be met to varying levels and timelines. Failure to do so may result in the imposition of financial penalties by IRCC. The employee will ensure adherence to these service standards. Failure to do so will be cause for performance improvement procedures to be implemented in line with IOM's HR policies. Consistent poor performance resulting in non-compliance with the service standards could, in some circumstances, result in removal from the VAC and lead to eventual dismissal.

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

Values - all IOM staff members must abide by and demonstrate these three 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.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.