Position Title :	**Information Management and Technology Officer**
Duty Station :	**Kasulu, Tanzania, United Republic of**
Classification :	**Professional Staff, Grade P3**
Type of Appointment :	**Fixed term, one year with possibility of extension**
Estimated Start Date :	**As soon as possible**
Closing Date :	**16 August 2022**

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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1.   Internal candidates
2.   Candidates from the following non-represented member states:
Antigua and Barbuda; Aruba (Netherlands); Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Cuba; Curaçao; Fiji; Grenada; Guinea-Bissau; Guyana; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Latvia; Madagascar; Marshall Islands; Micronesia (Federated States of); Montenegro; Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Saint Vincent and the Grenadines; Samoa; Sao Tome and Principe; Seychelles; Solomon Islands; Suriname; The Bahamas; Timor-Leste; Tonga; Tuvalu; Vanuatu

Second tier candidates include:

All external candidates, except candidates from non-represented member states.

Context:

Under the direct supervision of the Chief of Mission, and technical supervision of the Senior Information and Communications Technology (ICT) Officer (Governance, Strategy and Risk) and in close coordination with Project Managers the Information Management and Technology Officer will coordinate and manage all activities around Information Management and Technology services for the United States Refugee Admissions Program (USRAP) program and the mission in general.

Core Functions / Responsibilities:

1. Propose, plan, design, implement and maintain an integrated mechanism for data and information management, including various in house and third-party applications across all mission activities to ensure most effective and efficient processes to deliver timely, accurate and reliable information for operational, monitoring and reporting purposes. As applicable, do not duplicate and integrate with corporate and central systems and reporting mechanisms. Ensure all mission ICT operations comply with IOM ICT policies, standards and guidelines.

2. Promote and support the implementation of IOM corporate applications in field missions' such as Migrant Management Operational Systems Application (MiMOSA), PRISM and others.

3. Establish regular liaison with partners and project managers to support the information management needs. Train and support field work related to survey and assessment; database assistants in the use, maintenance and support of database system and related information management tools.

4. Manage and maintain network WAN and LAN infrastructure, desktops, and associated equipment.

5. Systematically ensure in close coordination with Resource Management that the budget planning is incorporated in project and mission budgets including IT staffing, infrastructure and maintenance needs.

6. Train and supervise national IT staff in Dar es Salaam and Sub Office Kigoma.

7. Regularly monitor, propose, and implement all necessary modifications in compliance of the information management systems and infrastructure as per IOM IT policies, standards and best practice for high performance, reliability and information security.

8. Act as main point of contact for MiMOSA Information requirements and system administration matters.

9. Coordinate with Logistic and ensure proper technical specification for purchase of IT related equipment and propose most suitable solutions.

10. Plan and supervise the installation, operation and administration of security for the various systems and network components including virus protection and Internet security.

11. Provide Backup and Disaster Recovery Plans for mission databases and Email data.

12. Organize and administer user support services for all staff in the mission and ensure proper response time in troubleshooting and resolving of all IT related issues.

13. Technical troubleshooting and configuration of MIDAS to ensure seamless data exchange between the PoE and the central database.

14. On-the-job training on troubleshooting to Immigration ITC staff and IOM ITC staff.

15.   Support MIDAS technicians with any other technical needs.

16.   Performs such other duties as may be assigned.

Required Qualifications and Experience:

Education

• Master's degree in Computer Science, Information Systems, Mathematics, Statistics, Electrical Engineering, or a related field from an accredited academic institution with five years of relevant

professional experience; or
• University degree in the above fields with seven years of relevant professional experience.

Experience

• Progressively responsible experience in planning, design, development, implementation and maintenance of computer information systems, or related area.
• Experience configuring and working with Microsoft Internet Information Server (IIS) and SQL Server 2008 and Visual Studio 2010, required.

Skills

• Effective problem-solving approach, ability to work in a cross-divisional team and ability to quickly understand IOM business processes;
• Knowledge of Software & Systems Development Life Cycle and experience in managing applications development and/or support teams;
• Extensive knowledge of Windows Active Directory and Messaging Systems;
• Working knowledge of IT Service Management frameworks such as ITIL, COBIT;
• Effective resource management skills and strategic and creative thinking;
• Ability to prioritize tasks and strong organizational skills;
• Ability to develop clear and concise proposals;
• Ability to supervise and direct staff under critical and stressful situations;
• Cisco devices, VPN, VoIP, MS Office, Antivirus Software, and utilities; holder of CCNA and/or a Microsoft Certification a distinct advantage.

Languages

IOM's official languages are English, French, and Spanish.

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (French, Spanish, Arabic, Russian or Chinese).

For all applicants, fluency in English is required (oral and written). Working knowledge of Kiswahili, French and/or Spanish is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Notes

[1] Accredited Universities are the ones listed in the UNESCO World Higher Education Database (https://whed.net/home.php).

Required 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 – behavioural indicators level 2

• **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.

Managerial Competencies – behavioural indicators level 2

• **Leadership:** provides a clear sense of direction, leads by example and demonstrates the ability to carry out the organization's vision; assists others to realize and develop their potential.
• **Empowering others & building trust:** creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
• **Strategic thinking and vision:** works strategically to realize the Organization's goals and communicates a clear strategic direction.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Other:

Internationally recruited professional staff are required to be mobile.

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

This selection process may be used to staff similar positions in various duty stations. Recommended candidates endorsed by the Appointments and Postings Board will remain eligible to be appointed in a similar position for a period of 24 months.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

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

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

How to apply:

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 16 August 2022 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: www.iom.int/recruitment

Posting period:

From 03.08.2022 to 16.08.2022

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.