



Open to Internal and External Candidates

Vacancy
Announcement : **SVN - IOM/DSM/004/17**
Position Title : **IT Assistant (One Position)**
Duty Station : **Dar es Salaam (Tanzania)**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **Special Short Term (SST) Contract, Six months with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **November 29th, 2017**

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. 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), and the direct supervision of the ITC officer in Kigoma, the successful candidate will be performing following tasks:-

Core Functions / Responsibilities:

1. Setup and maintain the IT equipment for the users in Dar es Salaam. Field trips might be included.
2. Install and maintain Internet connections for Dar es Salaam Office.
3. Helpdesk for IOM Tanzania Staff.
4. Install and administer the security for various system and network components, including access to internet, protection against viruses, etc.
5. Provide the user support for MS Windows, and MS Office, as well as for other programs used in the Mission.



6. Implement the backup/restore, data validation and security procedures to assure data integrity and availability.
7. Run Database queries and procedures.
8. Assist in maintenance of systems, sub systems and modules of mission database in accordance with the needs and requirements of each program and project.
9. Provide user support and training to use, operation, and maintenance of the databases and assist in the implementation of all auxiliary sub systems and modules.
10. Other related duties as required.

Required Qualifications and Experience

- Minimum of 4 years of IT related experience
- High school diploma or equivalent. University degree in IT, computer science or related field.
- A sound knowledge of Microsoft Operating Systems, Server Administration, Networking and Desktop applications and Databases
- Any Certification is a plus: CCNA
- Sound knowledge in TCP/IP Networking
- Sound knowledge of LAN/WAN Technologies
- Experience on the following tools: MS SQL Server, Java, C#, MS Access

Languages

Fluency in English and Kiswahili is required.

Required Competencies

Behavioural

- **Accountability**
 - Accepts and gives constructive criticism
 - Follows all relevant procedures, processes, and policies
 - Meets deadline, cost, and quality requirements for outputs
 - Monitors own work to correct errors
 - Takes responsibility for meeting commitments and for any shortcomings
- **Client Orientation**
 - Identifies the immediate and peripheral clients of own work
 - Establishes and maintains effective working relationships with clients
 - Identifies and monitors changes in the needs of clients, including donors,



governments, and project beneficiaries

- **Continuous Learning**
 - Contributes to colleagues' learning
 - Demonstrates interest in improving relevant skills
 - Demonstrates interest in acquiring skills relevant to other functional areas
 - Keeps abreast of developments in own professional area

- **Communication**
 - Actively shares relevant information
 - Clearly communicates, and listens to feedback on, changing priorities and procedures
 - Writes clearly and effectively, adapting wording and style to the intended audience
 - Listens effectively and communicates clearly, adapting delivery to the Audience

- **Creativity and Initiative**
 - Proactively develops new ways to resolve problems

- **Leadership and Negotiation**
 - Convinces others to share resources
 - Presents goals as shared interests

- **Performance Management**
 - Provides constructive feedback to colleagues
 - Provides fair, accurate, timely, and constructive staff evaluations
 - Uses staff evaluations appropriately in recruitment and other relevant HR Procedures

- **Planning and Organizing**
 - Sets clear and achievable goals consistent with agreed priorities for self and others
 - Identifies priority activities and assignments for self and others
 - Organizes and documents work to allow for planned and unplanned handovers
 - Identifies risks and makes contingency plans

- **Professionalism**
 - Masters subject matter related to responsibilities
 - Identifies issues, opportunities, and risks central to responsibilities
 - Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
 - Persistent, calm, and polite in the face of challenges and stress
 - Treats all colleagues with respect and dignity
 - Works effectively with people from different cultures by adapting to relevant cultural contexts
 - Knowledgeable about and promotes IOM core mandate and migration solutions

- **Teamwork**
 - Actively contributes to an effective, collegial, and agreeable team environment
 - Contributes to, and follows team objectives
 - Gives credit where credit is due
 - Seeks input and feedback from others



IOM International Organization for Migration

- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

- **Technological Awareness**
 - Learns about developments in available technology
 - Proactively identifies and advocates for cost-efficient technology solutions
 - Understands applicability and limitation of technology and seeks to apply it to appropriate work

- **Technical**
 - Good writing, communication and negotiation skills.
 - Personal commitment, efficiency, flexibility, and drive for results.
 - Capacity to work effectively and harmoniously within a team of colleagues from varied cultures and professional backgrounds.
 - High sense of responsibility, dedication and honesty are desirable attributes.

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.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance 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.

How to apply:

Interested candidates should fill in the PH form, submit CV, and cover letter indicating Vacancy Notice number with 3 professional references and contacts to tzvacancy@iom.int

Or send applications to the address below;

International Organization for Migration Mission in the United Republic of Tanzania
Slipway Road, off Chole Road, Plot # 1365 Msasani. PO Box 9270 Dar es Salaam,
Tanzania

Kindly note only shortlisted candidates will be contacted.

For further information, please refer to: <https://tanzania.iom.int/>

Posting period:

From 16.11.2017 – 29.11.2017