IOM
UN MIGRATION

Position Title	:	**Intern – Information and Communications Technology (ICT) Users Support**
Duty Station	:	**Geneva, Switzerland**

Classification	:	**Intern, Grade Other**
Type of Appointment	:	**Internship, six months with possibility of extension**
Estimated Start Date	:	**As soon as possible**
Closing Date	:	**31 May 2024**

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.

Context:

Background Information

The User Support Unit in the Information and Communications Technology (ICT) Department focuses on providing high-quality information technology capabilities and communications support for users in IOM Headquarters.

Supervision

The Intern - ICT Users Support will work under the overall supervision of the ICT Officer, Head of Global User Support (GUS) in HQ and the direct supervision of the Technical and User Support Supervisor and in cooperation with other colleagues in the ICT Department at IOM HQ. They will pursue the following duties:

Core Functions / Responsibilities:

1. Provide first-line support to end users in Geneva, including direct and remote support. Help troubleshoot and ensure that all ICT-issued tickets and queries are logged and resolved appropriately in a timely manner.

2. Support in ICT Asset Management, update the ICT asset management system as required, organize and sort ICT assets and ICT Asset disposal.

3. Assist in the installation and relocation of hardware and equipment in Geneva, including software installation and upgrade or users' computers, printers, scanners and other hardware/software in line with IOM ICT standards, policy and guidelines.

4. Provide periodical reports on word delivered, achievements and any challenges or obstacles to be addressed to the supervisor.

5. Any other tasks that can be assigned by the supervisors.

Training Components and Learning Elements

• ICT asset management, best practices in the UN agencies.

• Expose to users' support SOP, ICT onboarding and training, ICT knowledge management and sharing.

• Opportunities to access practical knowledge in a professional environment along with an insight of the everyday office environment.

• Build and develop professional relationships with IOM colleagues in HQ and provision of customer services.

• Usage of IOM standard ticketing system for ICT support and services.

• Internship certificate and a letter of recommendation upon satisfactory completion of the internship.

Required Qualifications and Experience:

Education

• University degree or approaching the end of an undergraduate study program in Computer Science, Computer Engineering, Systems, Connectivity and Communication or a related field from an accredited institution.
• Enrolled in a master's degree in a relevant field of study.

Experience

• Experience in overseeing and management of the implementation and administration of Microsoft Windows and Serverless networks environment (LAN/WAN) and first-level network/desktop support in a large international organization is an advantage;
• Experience in providing support of ICT functions in an international organization or an international agency is an advantage;
• Experience in planning, design, development, implementation, and maintenance of computer information systems is an advatage;
• Knowledge and demonstrated experience in cybersecurity compliance and security implementation and maintenance, database information systems and data processing tools. Knowledge of web-based development and other development tools and reporting, including future projections on the potentials of current and new technologies is an advantage; and,
• Good knowledge and experience in Microsoft 365 cloud-based applications and technologies; is an advantage;

Skills

• Basic knowledge of Windows, Microsoft 365, MS Windows, and other ICT software is an advantage;
• Excellent time management skills and understanding the value of a baseline;
• Excellent troubleshooting and problem-solving abilities;
• Excellent team-player and ability to escalate when required; and,
• Demonstrated ability to handle confidential data in a professional, responsible and mature manner.

Languages

IOM's official languages are English, French, and Spanish. All staff members are required to be fluent in one of the three languages.

For this position, fluency in English is required (oral and written). Working knowledge of another official UN language (Arabic, Chinese, French, Russian, and 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.

Note

Eligibility and Selection

This internship opportunity is part of IOM's Diversity and Inclusion Internship Program 2024. **A main condition is that applicants be citizens of countries currently Non- or Under-Represented Member States at IOM**. https://www.iom.int/non-represented-member-states-iom

If you encounter technical difficulties while completing your application and cannot submit it, please reach out to us at DEI-DHR@iom.int

The selected candidate for this internship position will work on site (in the country of the duty station where this position is based). Interns will receive a monthly stipend, and the travel and visa costs will also be covered.

For this position, IOM strongly encourages applications from women, as well as from persons with disabilities, LGBTI+ individuals, persons belonging to indigenous or tribal peoples, or ethnic minorities. We strongly suggest you mention in your application your belonging to any of the aforementioned groups. All information will be treated confidentially.

If you would like to explore all vacancies that are part of the 'Diversity and Inclusion Internship Program 2024', please go to: https://www.iom.int/diversityinternships

In general, the Internship Programme aims at attracting talented students and graduates who:

a) have a specific interest in, or whose studies have covered, areas relevant to IOM programmes and activities;
b) are holding a scholarship for internship placements in international organizations and/or for whom internship is required to complete their studies; or
c) are sponsored by governmental/non governmental institutions and/or academia to work in specific areas relevant to both IOM and the sponsor.
d) are either enrolled in the final academic year of a first university degree programme (minimum Bachelor's level or equivalent) or have graduated in the last 12 months.
e) are at least 20 years old.

• Only shortlisted candidates will be contacted, and additional enquiries will only be addressed if the candidate is shortlisted.
• Depending on experience and location, IOM provides a small monthly stipend to help offset costs.
• Please consider the cost of living in Geneva prior to applying.

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

Required Competencies:

The successful candidate is expected to demonstrate the following values and competencies:

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 actions and delegated work.
• **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

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:

The appointment is subject to funding confirmation.

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

No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 31 May 2024 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 10.05.2024 to 31.05.2024

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.