Call for Applications

Position Title	:	**Information Management Officer (Assistance Tracking System (ATS))**
Duty Station	:	**Geneva, Switzerland**
Classification	:	**Professional Staff, Grade UG**
Type of Appointment	:	**Special short-term ungraded, six months with possibility of extension**
Estimated Start Date	:	**As soon as possible**
Closing Date	:	**18 May 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.

Internal and external candidates will be considered for this vacancy. For the purposes of this vacancy, internal candidates are defined as staff members holding a regular, fixed-term or short-term graded or ungraded contract, including Junior Professional Officers (JPOs), staff on Special Leave Without Pay (SLWOP), and staff members on secondment/loan released by the Organization, unless otherwise specified in their contract. Staff members holding a regular, fixed-term or short-term graded contract will not retain their contract type if appointed to an ungraded position.

Context:

At IOM Headquarters, within the Department of Operations and Emergencies (DOE), the Preparedness and Response Division (PRD) serves as the main instrument for migration crisis preparedness and response, in the areas of Shelter and Settlements, Camp Coordination and Camp Management (CCCM) and water, sanitation and Hygiene (WASH). PRD oversees IOM's timely, predictable and effective interventions in emergency situations by implementing a broad range of programmes, in coordination with humanitarian partners, through the Inter-Agency Standing Committee (IASC) and the Cluster framework.

IOM is committed to supporting field missions with better data management of assistance provided, particularly in relation to more efficient tracking and monitoring of distribution activities (in-kind and cash). This is being done through the development of a global corporate beneficiary management and distribution system known as the Assistance Tracking System (ATS).

The Information Management Officer - ATS will work under the overall supervision of the Head of the Preparedness and Response Division (PRD) and the direct supervision of the Shelter and Settlements Specialist. The successful candidate will be based in Geneva but may undertake duty travel in support of IOM country offices. They will contribute to reinforcing institutional systems, and build IOM's capacity by managing the development, roll-out and institutionalization of IOM's Assistance Tracking system.

Core Functions / Responsibilities:

1. Manage all phases of the software development and deployment lifecycle of IOMs Assistance Tracking System (ATS) from the business perspective, from requirements gathering, analysis, design, development, testing, training, and rollout on an iterative and reflexive basis.

2. Ensure all relevant programmatic considerations are included in the design of the features in the system. Convene programme stakeholders across IOM to gather inputs required to design system functions, processes, and data collection tools.

3. Ensure that the project is on track for completion during the project timeframe. Draft donor reports and other documentation required as part of the development of the ATS, including in support of securing additional funding as needed.

4. Coordinate with and direct the development team on all aspects of the development and deployment cycle to ensure maximum user satisfaction and successful project delivery. Evaluate trade-offs between project size and complexity, urgency, risk and stakeholder value. Support prioritized development work to deliver immediate value throughout the iterative development and deployment cycle.

5. Convene internal functional units in Headquarters (HQ), Manila and Panama Administrative Centres, as well as relevant IOM Missions, to facilitate the design, development and deployment of the ATS to meet a broad range of needs.

6. Identify and coordinate with appropriate contexts to inform development and test modules of the ATS to deliver real and field-focused value.

7. Ensure appropriate linkages and interoperability with related initiatives and strategies, notably the Department of Emergencies Information Management (IM) Strategy, Business Transformation, and structural changes to IOM. Support the development of the DOE IM Strategy and other related strategic documents.

8. Promote the flexible and practical use of ATS to support missions. Provide direct support during the roll-out process – remote and through short-term deployments.

9. Identify further opportunities for system development and improvements to maximize its potential. Identify, coordinate, support, and lead fundraising efforts as needed and as appropriate.

10. Represent IOM externally and engage in relevant global, regional, and country-level initiatives, as needed, including the UN Common Monitoring Working Group, Building Blocks initiative, and those forming part of the UN Common Cash System (UNCCS), to ensure that IOMs ATS is designed to be interoperable with similar systems developed by other UN operational agencies at the global level, and takes advantage of lessons from other systems. Liase with relevant external stakeholders as needed.

11. Participate in and represent IOM at technical working groups, networks and relevant meetings.

12. Support in the design and delivery of capacity building initiatives under the purview of the shelter and settlements portfolio, including but not limited to general distribution capacity (in-kind/cash), information management, and the roll out of the ATS.

13. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

• Master's degree in Political, or Social Science, Computer Sciences, Data Science, or a related field from an accredited academic institution with seven years of relevant professional experience; or
• University degree in the above fields with nine years of relevant professional experience.

Experience

• Experience in the design, development, and implementation of information management systems and processes for humanitarian operations is required;
• Experience in coordinating and implementing humanitarian response activities (including Shelter and settlements; distribution of NFIs; WASH, CCCM, Cash programming etc.) is an asset;
• Experience gathering inputs from and coordinating with a wide range of stakeholders in large, complex organization is an asset;
• Experience fundraising for organizational systems or reform initiatives, and liaising with donors is an asset;
• Experience in software, system, or process design and development is an asset;
• Knowledge of relevant technologies and frameworks such as PHP (including Drupal and Laravel), Kobo, ActivityInfo, Sharepoint, and of UI/UX design, GIS, and database design and optimization, is an asset;
• Demonstrated experience in technical development, field support, and training/capacity building;
• Experience working with different international organizations specialized in humanitarian assistance (e.g. UN agencies, INGOs, IOs, Donors, IFRC or ICRC).

Skills

• Strong leadership, project management and analytical skills with capacity to understand business requirements and to translate them into technical solutions;
• Advanced Knowledge of tools and methodologies used in planning, design and implementation of business applications, data modelling preferably with demonstrated ability to coordinate all elements of application development, especially from the business side;
• Knowledge of cloud technologies is an advantage;
• Excellent communication, organization, and time management skills; Focused on delivering what needs to be done with the ability to multi-task and work under pressure;
• Knowledge of version control systems such as Jira and Git is an asset;
• Strong ability to solve complex problems with investigation, analysis and creative thinking;
• Ability to timely understand the Organization's structure and portfolios;
• Strong interpersonal skills with the ability to quickly build relationships and work effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds;
• Ability to work in a dynamic and unpredictable operating environment;
• Proven ability to produce quality work accurately and concisely according to set deadlines.Strong analytical skills: Ability to analyze the data within the land and property registry databases to identify patterns, trends, and potential disputes or issues related to land tenure and property ownership;
• Familiarity with remote sensing, and photogrammetry, with experience with the use of PIX4D, DroneDeploy, DJI Terra or similar is an asset;
• Knowledge of land surveying principles and methodolgies is an asset;
• Knowledge of land administration/property registration principles and practices is an asset;
• Strong analytical, problem-solving, and decision-making skills;
• Excellent communication, interpersonal, and presentation skills.

Languages

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

For this position, fluency in English is required (oral and written). Working knowledge of an

additional UN Language (Arabic, Chinese, French, Russian, 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 five 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 level 3

• **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.

Managerial Competencies – behavioural indicators level 3

• **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 leadership and professional potential.
• **Empowering others:** Creates an enabling environment where staff can contribute their best and develop their potential.
• **Building Trust:** Promotes shared values and creates an atmosphere of trust and honesty.
• **Strategic thinking and vision:** Works strategically to realize the Organization's goals and communicates a clear strategic direction.
• **Humility:** Leads with humility and shows openness to acknowledging own shortcomings.

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.

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 18 May 2023 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 05.05.2023 to 18.05.2023

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.