

Position Title : **Chief, ICT MiMOSA Systems and Migrant Solutions**  
Duty Station : **Geneva, Switzerland**  
Classification : **Professional Staff, Grade P5**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **28 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.*

IOM is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at [www.iom.int/diversity](http://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. External female candidates:
3. Candidate from the following non-represented member states:  
*Antigua and Barbuda; Aruba (Netherlands); Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Curaçao; Fiji; Grenada; Guinea-Bissau; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; 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 of IOM and female candidates.

### **Context:**

Under the direct supervision of the Chief Information Officer / Director, Information and Communications Technology, the Chief, ICT MiMOSA Systems and Migrant Solutions candidate will be responsible for providing leadership and management of IOM's global Migrant Management Operational Systems Application (MiMOSA) and related applications within the ecosystem and the Migrant Solutions Portfolio. The successful candidate will be responsible for assessing the substantive, business and operational needs, for effective technological solutions and driving the implementation of the MiMOSA Programme including supporting business processes, the design, development, deployment, maintenance, and support of all applications for Migrant Solutions, related modules and interfaces that facilitate and enable IOM Headquarters, Regional Offices, Country Offices, and partners to process, deliver, monitor and

report on activities, operations and services provided to migrants and displaced persons.

### ***Core Functions / Responsibilities:***

1. Coordinate and lead the development and integration activities of the in-scope systems and take accountability for the end-to-end testing strategy, planning, and execution in accordance with the MiMOSA implementation plans.
2. Coordinate strategic priorities with IOM and non-IOM partners, align stakeholder operational visions of, ensuring ownership of the project activities, identify additional areas of synergy and cooperation for joint implementation and capacity building through all project activities.
3. Facilitate and provide substantive inputs for the development, regular updates to, and realization of a sound, complete, and feasible continuous transformation plan to deliver MiMOSA implementation plan in close coordination with the Project Management Office, the business and stakeholder teams, and in conjunction with the Systems Integrator and other Project suppliers and resources.
4. Manage the new MiMOSA NextGen system's full development lifecycle, ensuring the meaningful participation of all key divisions and subject matter experts and appropriate prioritisation for all thematic users.
5. Lead the articulation of the programme business processes:
  - a. Coordinate with stakeholders, business process owners, subject matter experts, and operational field staff to gather, analyze, and document functional requirements; create diverse, dynamic, and realistic scenarios for testing in accordance with industry standards.
  - b. Facilitate the identification and prioritization of common MiMOSA ecosystem business processes, building the MiMOSA -PRIMA interface, technology features and integration elements required for IOM operations across all contexts and various levels of connectivity, Donors, and Partners which are aligned with strategic business goals as well as specific thematic needs of the organization.
6. Ensure that the connected project work plans, schedules, resource plans, change management work streams, and status reports are prepared, executed, and monitored appropriately by all the solution team members, with the support of the BT Project Management Office (PMO).
7. Facilitate the timely resolution of solution design and integration issues.
8. Partner with and participate actively with the PMO, the MiMOSA technical lead and Integration Manager to highlight and resolve issues causing delays in task completion and to ensure timely and efficient implementation of MiMOSA activities.
9. Partner with Work and participate actively with the various stakeholders involved to ensure mutual interdependencies are fulfilled and ensure solution adoption and preparedness for the cutover to production.
10. Oversee and establish channels for programme and project monitoring and evaluation in compliance with organizational and stakeholder M&E requirements and institutional strategies to enhance MiMOSA compliance.
11. Facilitate end-user adoption for MiMOSA including ensuring tools are in place for onboarding, training, technical support and roll-out of MiMOSA current and NextGen systems to

IOM staff worldwide.

12. Promote cross-unit teamwork and skills development for the project team members across all locations through coaching and mentoring.

13. Perform such other duties as may be assigned.

## ***Required Qualifications and Experience:***

### **Education**

- Master's degree in Computer Science, Information Systems Management, Community Development, Governance, or a related field from an accredited academic institution with ten years of relevant professional experience; or,
- University degree in the above fields with twelve years of relevant professional experience.
- Professional certification in Prince 2 methodology, BRMP certification or CPMP, PMP or Enterprise and business architecture STPL (Level 7) is a distinct advantage.
- Education in International Relations or Anthropology is an advantage.

### **Experience**

- At least ten years (twelve years for bachelor's degree holders) of progressively responsible professional experience managing resettlement or other programmes in the field of migration, or related experience in development or humanitarian programmes, particularly in crisis and post conflict countries;
- Relevant and progressive responsibility in managing teams to deliver systems; knowledge of tools and methodologies used in planning, design, and implementation of business applications; data modeling preferably with experience of managing teams and software deliverables;
- Knowledge and experience in managing teams in different geographical locations including crisis and post-conflict contexts;
- Previous experience with UN or similar organization is preferred and good knowledge of IOM rules and procedures is desirable.

### **Skills**

- At least five years of progressive responsibility in project or programme management, including personnel management, budgetary and financial management;
- Minimum seven years of demonstrated ability to coordinate all elements of application development, especially from the business side;
- Expert knowledge and recognition of industry bodies and actively seeking and developing a wider breadth of knowledge across the industry;
- Proven application of knowledge to help to define the standards which others will apply;
- Demonstratable and excellent leadership and communication skills, both formally and informally.
- Ability to facilitate collaboration between stakeholders who have diverse objectives;
- Demonstrates creativity, innovation, and ethical thinking in applying solutions for the benefit of the customer/stakeholders;
- Strong and demonstrated diplomatic skills in handling stakeholder relations; the ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds;
- Ability to mentor and coach others;
- Knowledge and understanding of Software Development Lifecycle (SDLC) methodologies.

### **Languages**

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

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

<sup>1</sup> 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](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.

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 28 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](http://www.iom.int/recruitment)

**Posting period:**

From 15.05.2023 to 28.05.2023

**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.

Requisition: VN 2023 195 Chief, ICT MiMOSA Systems and Migrant Solutions (P5) Geneva, Switzerland (58134310) Released

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