**VACANCY NOTICE**

The International Organization for Migration is seeking qualified Turkish Nationals and non-Turkish nationals holding a valid residence permit for the following position based in Gaziantep, Turkey.

<table>
<thead>
<tr>
<th>Vacancy Notice Number:</th>
<th>VN#TR/2019/04</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>National Officer (Information Technology)</td>
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<tr>
<td>Duty Station:</td>
<td>Gaziantep, Turkey</td>
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<td>Classification:</td>
<td>One Year Fixed Term Contract-NOA</td>
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<td>Deadline of Applications:</td>
<td>18 January 2019</td>
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<td>Number of People to be hired:</td>
<td>1</td>
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<tr>
<td>Eligibility:</td>
<td>Internal and External Candidates</td>
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</table>

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.

**General Functions:**

Under the overall supervision of the Head of Sub-Office – East, Southeast, Mediterranean (ESEM), administrative supervision of the Information Management Officer (IMO) in Gaziantep and technical supervision of the Information Technology Officer based in Ankara, the successful candidate will be responsible and accountable for coordinating the Information Technology component of all IOM operations under the Gaziantep Sub-Office and its Warehouses, Hatay Field Office and its Warehouses and Sanliurfa Field Office and its Warehouses. Specifically, he/she will administer, supervise and prioritize Information Technology Communication (ITC) and Information Management (IM) support of IOM operations in Gaziantep and attached field offices and warehouses, and provide application and infrastructure technical support and services to users in area of responsibility (AoR), promoting a client and service-oriented approach. The incumbent will also be responsible for IM activities related to the IOM Turkey Data Portal. The incumbent will supervise 5 ITC assistant, 3 for Gaziantep, 1 for Hatay field office and 1 for Sanliurfa field office. Necessary support will be provided for three of Community Center under IOM offices (Adana Community Center, Urfa Community Center and Gaziantep Community Center).

**Major Duties and Responsibilities:**

1. Lead the development, maintenance and review of information technology systems of the Gaziantep Sub-Office, Hatay and Sanliurfa Sub-Offices.
2. Supervise, plan, organize and coordinate the activities of the ITC unit in Gaziantep sub-office and attached field offices and warehouses, ensuring that all requests are addressed timely and accurately, otherwise studied carefully and recommendation presented timely, with efficient allocation of resources.
3. Support planning for systems upgrades and IT infrastructure changes in line with IOM ITC Standards, in close coordination with the ITC Ankara. Keep senior management abreast on technological advancements and advise mission management, as necessary regarding required
improvements on mission IT infrastructure and provision of services as required for the efficient functioning of mission operations.

4. Install systems, network components and software, including software updates, patches and anti-virus. Suggest optimal technical solutions to achieve required standards while taking into consideration local technical constraints.

5. Oversee the day-to-day administration of the ITC unit in the sub-office, ensuring proper management of the fileserver and backup server with regard to permissions and privileges, and that operation support is in place for all computer networks including hardware / software and IT devices such as routers, switches, firewall, access points, among others, and malicious software activities in the server and clients are monitored, detected and promptly addressed.

6. Ensure the required performance and stability of network services and servers (LAN, WAN, Internet, VPN, etc.) to prevent and minimize downtime or service interruptions. Ensure adherence to IOM ITC Standards, policies and guidelines, in particular with regards to network systems, IT equipment, software licensing, IT security, telecommunication, information security, ITC procurement, IOM in-house applications and email in AoR.

7. Coordinate closely with Resource Management and Procurement in order to adequately plan and budget for the procurement and provision of IT resources and supplies to the sub-office, field offices and warehouses. Discuss infrastructure needs with the Head of offices in the Area of Responsibility and provide input for the budget submission.

8. Research gather information and recommend technical specifications for IT and communication equipment and supplies purchases and verify IT and communication equipment deliveries ensuring adherence to technical specifications.

9. Develop and implement, when necessary, ITC training to all end users to ensure productive use of IT and telecommunications resources.

10. Provide specialize technical advice on Information technology projects and tasks. Implements and monitors information standards and guidelines, including testing paradigms.

11. Monitor daily mission-critical application such as the SAP-PRISM and IOM Turkey Data Portal. Liaise effectively with technical counterparts for the proper functioning and availability of those systems. Provide remote technical support to field offices, warehouses and community centers. Conduct on-site visits to assess, identify issues and provide support when necessary.

12. Establish a reporting system such as log files for user problems and report file for responses administered and regularly report on needs and progress on ITC issues in AoR.


14. Develop and maintain computer programs that require integration of many interrelated systems and program elements; ensures appropriate data security and access controls considering both local and wide area issues.

15. Manage IOM Turkey Data Portal technical infrastructure. Ensure the effective use of the designated information system and other databases to manage the implementation of information management mechanism. Identify gaps on data and information relevant to the IOM Turkey Data Portal and contribute to finding appropriate solutions.

16. Support in supervision of the data collection processes and the overall data management activities. Design, develop, and maintain an integrated mechanism for data collection using the Open Data Kit (ODK) platform as a set of assessments tools.
17. In coordination with the Information Management Officer, support in the management and maintenance SQL Servers as database support administrator.
18. Provide specialized IT support to all the Community Centers under IOM offices (Adana Community Center, Urfa Community Center and Gaziantep Community Center).
19. Draft procedures and instructions to promote a better understanding of the use of the ICT equipment. Provides advice and guidance to staff and consultants with respect to administrative procedures, processes and practices, liaising with relevant administrative services in ITC HQ.
20. Assist and advise offices in the recruiting, provide coaching, and training to ICT staff and users.

**Required Qualifications:**

**Education:**

- Master’s degree in Computer Engineering, Management Information Systems, Engineering or a related field from an accredited academic institution; or
- University degree in the above fields with two years of relevant professional experience.

**Experience:**

- Experience in networking environment (LAN/WAN), direct user support and computer and communication equipment troubleshooting;
- Experience in Windows Server software in a multi-site environment, TCP/IP, MS Office, Antivirus Software, Backup Server Softwares, Active Directory services, Email Exchange, Remote Connections Softwares and IT utilities;
- Experience in Microsoft SQL databases administration will be an advantage;
- Excellent in problem solving skills and love technical challenges with hand on experiences;
- Experiences of all aspects of the design, development, management, implementation and maintenance of complex IT management systems and technologies;
- Experience in planning, design, development, implementation and maintenance of telecommunications and computer information systems, information technology;
- Microsoft system certificate and Cisco network certificates is an advantage;
- Knowledge of organization's information infrastructure and IT strategy; independently maintains assigned systems and develops innovative approaches to resolve a wide range of issues/problems;
- Knowledge of IP, VPN, VOIP and LAN/WAN infrastructure;
- Knowledge of .NET framework (ASP, VB), SQL and CMS will be an advantage;
- Knowledge of Microsoft Office suite.

**Languages:**

- Fluency in **English** and **Turkish** is required.
- Knowledge of Arabic is an advantage.

**Required Competencies**

The incumbent 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 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**

• **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**

• **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.

**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, accreditation, any residency or visa requirements, and security clearances.

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.

**Please be advised that this is a local position and as such only applications from candidates with a valid residence / working permit residing in Turkey will be considered.**

**How to Apply:**

Interested candidates are requested to submit their application including the most recent CV with a cover letter in English with contact details (name, position, phone and e-mail details) of three references by indicating name of the position applied with its VN number in the subject line of the e-mail to to iomtrjobs@iom.int or to IOM Birlik Mahallesi Sehit Kurbani Akboga Sok. No:24  06610, Çankaya, Ankara Turkey by the end of **18 January 2018**.

Please note that only shortlisted candidates will be contacted.