



# STAFFING AND RECRUITMENT

IOM HUMAN RESOURCES

IOM is looking for a **Senior ICT Coordinator** according to the Terms of Reference below. Interested applicants are invited to apply by **23.07.2018** at the latest, referring to the vacancy notice ref. code on the e-mail subject header.

## OPEN TO INTERNAL AND EXTERNAL CANDIDATES

<b>Reference Code:</b>	SVN-098/2018/S - BD1	<b>Position Title</b>	Senior ICT Coordinator
<b>Duty Station:</b>	Dhaka, Bangladesh	<b>Estimated Starting Date:</b>	As soon as possible
<b>Classification:</b>	G-7/01 (UN Salary Scale) Base Salary: 160,139.83	<b>Type of Appointment:</b>	One Year Fixed Term

### General Functions:

Under the general guidance of the Chief of Mission and the overall supervision of Resources Management Officer, the incumbent will be accountable and responsible for coordinating and overseeing the implementation of ICT components in the Bangladesh Mission, as well as provide advice on relevant and effective technology to be used in line with IOM ICT standards and policies. The incumbent will also participate in the IOM IT infrastructure evolution and ensure timely responses to all business requirements in support of IOM operations and projects in the Mission.

The incumbent will be assigned to the following tasks:

1. Manage the ICT support by coordinating activities and operational ICT support to the Bangladesh Mission.

Detailed Tasks:

- a. Provide operational and security administration, maintenance and support, and customer service for the Mission LAN/WAN environment, servers, and applications.
- b. Implement and administer the security of various systems and network components, including access to the internet and protection against viruses and malware.
- c. Lead in the analysis of the overall Mission's IT equipment's performance and needs, identify areas for improvements, and recommend and implement new technologies, upgrades, and technical solutions for enhancement of the Mission's IT systems.
- d. Guide the Mission to follow, implement, and enforce ICT standards and policies. Monitor proactively, identify major gaps, and provide recommendations to address any associated risks to minimize downtime and maximize effective utilization of organizational IT resources.
- e. Prepare and update the technical documentation, SOPs, and inventory of Mission's IT resources and licenses.
- f. Provide periodic reports on service requests, incidents (such as unplanned system or network downtimes), and status of assigned ICT projects.
- g. Direct, monitor, and facilitate the security and maximum availability of the data as well as its proper performance and efficient storage facilities.
- h. Manage database server builds, standard images, and software installations. Analyse and tune databases and servers for optimal efficiency; monitor database administrative procedures and suggest improvements to ensure stable and reliable database platform.
- i. Design, document, and build database schema, procedures, security and encryption.
- j. Facilitate end user training and system support in the Mission.

**IOM is an equal opportunity employer and women are encouraged to apply.**  
**IOM Offices and vehicles have smoke-free work environment.**

2. Supervise and coordinate work of ICT staff in the Mission.
3. Coordinate, evaluate, and report on resources required, assist in recruitment of ICT staff, and provide technical guidance for IT based components within the projects implemented in the Mission.
4. Support the implementation of IOM's corporate applications in field missions' such as MiMOSA, PRISM, UKTB Global Software, Intranet, PRIMA, and others; including Information Management Systems deployed in field offices.
5. Assist Project Managers and Thematic Specialists in evaluation of technical requirements and specifications for project proposals with an ICT component.
6. Manage the Bangladesh Mission Website and assist with the technical aspects and requirements of the Mission's Communication materials and Media channels.
7. Perform such other duties as may be assigned.

#### **Education, Experience and Skills:**

- University degree preferably in Computer Sciences, Information Technology, or related fields of study, with specialized formal training on IT systems, business software, and web-based applications.
- Minimum six (6) years of relevant work experience or 4 years for candidates holding University degree.
- Excellent troubleshooting skills in determining and providing solutions, and able to manage workload priorities for assigned tasks.
- Ability to provide IT Technical Support with a service-oriented and customer-satisfaction mindset; focused on quick and positive response/feedback to clients.

#### **Method of Application:**

Candidates with the required qualifications can apply through email by mentioning the reference code [VN-098/2018/S-BD1: Senior ICT Coordinator](#) in the subject line to: [DhakaJobs@iom.int](mailto:DhakaJobs@iom.int); with the following documents:

*(i) Application Letter/Cover Letter*

*(ii) Curriculum Vitae*

*(iii) Personal History Form (PHF) which can be downloaded from the IOM Dhaka website:*

[www.iom.org.bd](http://www.iom.org.bd)

*(iv) Scan copy of Photo*

**APPLICATION WITHOUT PROPER REFERENCE CODE MENTIONED ABOVE WILL BE DISREGARDED**

Please ensure that your application is complete with the above-mentioned documents. As incomplete applications generate an immense administrative burden for our organization. As a rule, candidates who have not properly submitted their application with required documents will be excluded from consideration.

**Any attempt for persuasion will be considered as a disqualification**

**ONLY SHORT-LISTED CANDIDATES WILL BE CALLED FOR ASSESSMENT**

#### **Note for internal candidates:**

with refer to IN233 and Clause 7.5 of IOM Recruitment Policy:

Staff members selected for a VN/SVN in his or her same category at one grade higher than his or her personal grade shall be appointed at the advertised grade. A staff member selected for a VN/SVN to a position which is two grades higher than the staff member's current grade, will be appointed at the interim grade, and six months later at the higher grade.

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