

Job Description

Under the overall supervision of the head of Head of Resource Management and direct supervision of the Information Management and Technology (IMT) Officer, the Senior ICT Associate will be responsible and accountable for providing the necessary Information Communications and Technology (ICT) support and guidance to the International Organization for Migration (IOM) Tunis Country Office (CO).

Responsibilities

1. Provide up to tier 2 level ICT technical support to end users within Tunisia CO, resolving complex technical issues and maintaining the continuity and reliability of ICT services.
2. Coordinate specialized end user support by managing the full lifecycle of assigned ICT issue tickets, resolving technical queries through multiple service channels and maintaining compliance with established Service Level Agreements (SLA).
3. Provide support and assistance in the implementation, configuration and upgrades of ICT network infrastructure (firewall, routers, switches, access points, wan optimizers, etc.) and systems while recommending best technical solutions to achieve organizational standards within local technical constraints.
4. Implement and monitor compliance in accordance with IOM ICT standards, policies and guidelines on networks, systems, telecoms, and all ICT services and equipments, maintaining operational consistency and security.
5. Administer IOM Tunis ICT services/solutions (Microsoft 365 services including Exchange Online, Teams, SharePoint Online, OneDrive) and related platforms to maintain secure, reliable and effective ICT service delivery.
6. Work with the administration of Azure/Intune for the compliance of IOM Tunis with the established IOM ICT/Security standards (Microsoft Entra ID, SGs, Intune, etc.)
7. Provide and facilitate end-user training and business process guidance, when necessary, supporting user capability and the effective adoption of organizational technologies and systems.
8. Create and maintain comprehensive documentation and reference materials for implemented ICT systems in the CO for consistent system administration.
9. Maintain an up-to-date record of ICT hardware and software asset records and recommend timely equipment replacement and software licenses renewal to the supervisor to support operational continuity.
10. Support in access control management by maintaining cards registration, deletion, and activity logs reporting
11. Implement IOM's Data Protection Principles into all Information Technology (IT)/Information Systems (IS) solutions and service delivery supporting compliance and security requirements.
12. Immediately escalate any ICT problems or issues to IMT officer in the CO and regularly recommend improvements on efficiency and operational service or performance.

13. Implement the ICT Business Continuity Plan (BCP) and Disaster Recovery Plans in the CO, monitor completion and accuracy of server's backup plans in accordance with IOM ICT standards.
14. Administer endpoint security and compliance solutions, including Microsoft Intune, BitLocker, Zscaler, antivirus/EDR platforms and operating system patch management to maintain secure and compliant ICT environment.
15. Perform such other relevant duties as maybe assigned.

Qualifications

EDUCATION

- Bachelor's degree in Computer Science, Engineering or a related field from an accredited academic institution with four years of relevant professional experience; or
- High School diploma with six years of relevant professional experience.

EXPERIENCE

- Demonstrated experience in Microsoft M365 Applications and Windows operating system;
- Has experience with offices support for LAN infrastructure, Active Directory domain environment and Windows- based servers, Windows Server, Microsoft Azure and desk support;
- Relevant experience in ICT systems including Database/System Management, or a combination of study, training, and professional work in a related field preferably in the Humanitarian or Development Fields; and,
- Previous work experience in international organizations and service industry companies would be an advantage.

SKILLS

Can support and troubleshoot computer and network equipment, including Microsoft Office applications, TCP/IP Networking, and Windows operating systems;

- Strong understanding of Active Directory and Group policies;
- Ability to analyse and resolve endpoint compliance issues using Azure INTUNE;
- Ability to work in a team environment; able to initiate and manage group studies to learn more about supporting the current infrastructure; and,
- Ability to present ideas in a user-friendly language to non-technical staff and end-users' knowledge of an issue-tracking system an advantage.

Languages

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

REQUIRED

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

DESIRABLE

Working knowledge of Arabic and French.

Competencies

The incumbent is expected to demonstrate the following values and 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 2

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.