SVN 2023 /003

Position title	:	**ICT assistant intern**

Position grade	:	**Intern**
Duty Station	:	**Rabat**
Contract duration	:	**6 months**
Reports directly to	:	**ICT Assistant**
Estimated start date	:	**ASAP**

Closing date	:	**28 February 2023**

The International Organization for Migration (IOM) is an intergovernmental organization, created in 1951, which occupies a leading position on the migration scene. With 157 Member States in addition to 10 other States with observer status, and with offices in more than 100 countries

Contexte :

The IT assistant intern will be based at IOM Rabat and will work under the overall supervision of RMO and the direct supervision of the ICT assistant in IOM Morocco, the successful candidate will have to perform the following specific tasks:

RESPONSABILITIES AND TASKS

• Provide end user support to IOM Rabat staff, including remote and direct support and troubleshooting and ensure that all ICT Issued tickets and queries are logged and resolved appropriately and in a timely manner.

• Escalate tickets to the IOM ICT focal point in Rabat when necessary, before escalate to Global Support.

• Support the Installation and re-location the mission's hardware and equipment, including software installation and upgrade in line with IOM ICT standards, policy and guidelines.

- Assist the provision of ICT training to staff/users to ensure productive use of existing systems and ICT tools.
- Support users to access ICT resources in the mission.

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- Excellent communication skills.

- Accept to work in a multicultural environment.

- Be able to work independently.

- Be prepared to work flexible hours.

- Be patient and respectful.

LANGUAGES:

Arabic, French (work language), English

APPLICATION:

The internship period will allow the selected candidate to:

- To enrich knowledges related to the installation and configuration of ICT equipment in a network domain environment.
- To have a good experience in end-user's technical support.
- To discover the features of O365 based on the cloud (OneDrive, SharePoint, Forms....).

Send a cover letter and a detailed CV in English to the email address oimrecrute@iom.int before **28 February 2023** at midnight, indicating in the subject line the title: **"Application for IT internship position".**