



## **VN 2024 / F / 016**

### **Open to Internal and External Candidates**

Position Title : **ICT Associate**  
Duty Station : **Tangier, Morocco**  
Classification : **G5**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**

Closing Date : **January 01<sup>st</sup>, 2025**

*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 has been present in Morocco since 2001, and opened the mission in Rabat in 2007.*

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.

### **Context:**

Since 2012 IOM implemented USAID-funded FORSATY Program in the northern region of Morocco (Tangier, Tetouan and Al Hoceima). In 2019 IOM implemented a second iteration of the program, under FORSATY/MCRA targeting the northern regions and new geographical zones in central Morocco. Both Programs were implemented with close collaboration with Government of Morocco (GoM) Ministry partners and with local non-governmental organizations. The main expected outcome was to increase the resilience of marginalized youth and communities and strengthen economic and social integration.

In June 2024, IOM and USAID signed a follow-up program, FORSATY Plus, with contribution from the Netherlands. FORSATY Plus aims to strengthen protective factors to exclusion and violent extremism and provide positive pathways for youth and promote community development in Morocco to reduce vulnerabilities and build resilience in marginalized persons. The activity also seeks to support the capacity of the GoM and other Moroccan institutions and communities to sustain and replicate successful P/CVE models and use MEL methods.

Under the overall supervision of the Chief of Mission (CoM) of Morocco and the supervision of the Chief of Party (COP)/Head of Sub-Office and under the direct supervision of Resource Management Officer, and in close coordination with the Regional ICT Officer and relevant central ICT units, the ICT Associate will ensure the following:

***Core Functions / Responsibilities:***

1. Provide end user support and ensure that all ICT support incidents and requests are addressed within the agreed service level agreements (SLA):
  - a. Take ownership of users' requests/issues, open, update, and close them in the helpdesk ticketing system.
  - b. Provide Tier 1 level technical support such as immediate diagnosis and workarounds for reported incidents.
  - c. Log all actions and steps taken to respond to an incident or to complete a request.
  - d. Assist in determining root causes and propose resolution for problems raised for reported incidents.
  - e. Escalate to Tier 2 at the Regional Office or supervisor when necessary and according to the identified priority level of the issue.
2. Assist in creating and maintaining comprehensive documentation and reference materials for planned and delivered ICT systems in the mission and coordinate with the regional Office any planned changes in advance.
3. Provide first line support to IOM's corporate applications and other in-house developed software.
4. Provide support, troubleshooting and maintenance and configuration of network, conference, telephony, physical security and system devices
5. Install and relocate the organizational unit's hardware, coordinate equipment servicing and manage user accounts.
6. Assist in responding promptly to information security incidents, mitigate and maintain IT Risks Register and escalate complex issues to the relevant specialist teams/units for resolution.
7. In coordination with the Regional Office and Central ICT information Security Unit assist in the roll out of cyber security efforts.
8. Assist in updating regular operating systems and software patches/firmware for workstations and devices to maintain security and protection against threats and vulnerabilities.
9. Assist in the implementation and evaluation of digital solutions and liaise with the information management team to support and maintain mission data systems and analytics.
10. Support in maintaining inventory of ICT software' licenses and of ICT equipment in coordination with asset unit and advise the owners/management about assets that require replacement and the licenses that require renewal in a timely manner.
11. Assist in the implementation of IOM ICT Standards and IOM ICT Policies and Guidelines regarding networks, systems, telecoms, ICT services, equipment usage, procurement of ICT equipment and information security
12. Perform other related duties as required by supervisor.

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

### **Education**

- University degree / (High school or diploma) in computer science or a combination of relevant education.
- Certification in any of the following (ITIL V4, MS AZ-900, MS AZ-104) is an advantage.

### **Experience**

- Three years for university degree's holder or five years for High School diploma holder professional experience in networking environment (LAN/WAN) and Tier-1 level network/desktop support.
- Experience working with specialized international agencies (UN Agencies, International Organizations, and International NGOs) advantageous.

### **Skills**

- Demonstrated ability to troubleshoot and resolve hardware and software problems
- Knowledge of O365 applications.
- Intermediate knowledge of Windows Administration in a multi-site environment.
- Basic knowledge of MS Azure environment and cloud computing Knowledge of TCP/IP and Telecoms/Network protocols, Cisco devices, VPN, Active directory, Backup and Replication, Ticketing systems, Antivirus Software, and ICT utilities.

### **Languages**

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

## ***Required 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 1

- 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.

### ***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 and verification of residency, visa and authorizations by the concerned Government, where applicable.

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.

### ***How to apply:***

Interested candidates are invited to submit their applications (CV/Resume + Cover Letter + 2 referees "current and previous direct supervisors") to [iomrecrutetanger@iom.int](mailto:iomrecrutetanger@iom.int), by January 01<sup>st</sup>, 2025 at the latest, referring to this advertisement. The application email subject should be « **ICT Associate – FORSATY Plus** ».

In order for an application to be considered valid, IOM only accepts online profiles duly completed.

Only shortlisted candidates will be contacted.

### ***Posting period:***

From 18.12.2024 to 01.01.2025