



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **IT Helpdesk Assistant**
Duty Station : **Bangkok, Thailand**
Classification : **Daily Contract (THB 2,800.00 per day)**
Type of Appointment : **Daily Contract, 3 months**
Estimated Start Date : **As soon as possible**

Closing Date : **September 24, 2018**
Reference Code : **CFCV041/2018**

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.

Context:

Under the overall supervision of the Resource Management Officer and direct supervision of the ITC Coordinator, the incumbent will be tasked to provide ITC support services to all users in IOM Thailand.

Core Functions / Responsibilities:

Particularly, he/she will carry out the following duties:

1. Provide end-user ITC support to all IOM staff in Thailand.
2. Provide IT Technical Support for workshops and conferences.
3. Receive, test and setup ITC devices such as Computer, Smart phone, IP phone etc. to delivery to end user.
4. Install, configure, and upgrade software required for the operations in the office (Windows, MS Office, Antivirus, etc.)
5. Maintain and update records as part of the Account Management of users, including account creation for new staff, up to the clearance for departing staff.
6. Provide training to end users on applications such as MS Office, Windows Operating system, and other IOM standard application software, etc.
7. Prepare the purchase requisition and the payment request.

8. Assist in the purchases of IT equipment or IT related items.
9. Assist in maintain IT Asset and inventory
10. Assist in IT asset disposal and decommissioning.
11. Assist in maintain the access control
12. Perform such other duties as may be assigned.

Required Qualifications and Experience

- Completed university degree in Computer Sciences or relevant field with specialized formal training on IT systems, business software (Microsoft Office) and web-based applications. Valid Microsoft and/or Cisco Certifications an advantage (MCSA, MCSE, MCITP, etc.).
- Minimum one years of relevant experience supporting medium sized offices in a Microsoft technology environment with equivalent skills to support and troubleshoot desktop, laptop and network equipment to include Microsoft Office applications, TCP/IP Networking, and Windows operating systems.
- Ability to work in a team environment; able to initiate and manage group studies to learn more about supporting the current infrastructure.
- Ability to present ideas in a user-friendly language to non-technical staff and end-users.
- Able to work with minimal supervision and strive for high-quality results.
- Excellent communication skills; strong interpersonal and organizational skills.
- Ability to handle confidential data in a professional and responsible manner.

Languages

- Good in oral and written communication skills in Thai and English

Required Competencies

The incumbent is expected to demonstrate the following competencies:

- **Accountability** – Follows all relevant procedures, processes, and policies
- **Client Orientation** – Identifies the immediate and peripheral clients of own work
- **Continuous Learning** – Demonstrates interest in improving relevant skills
- **Communication** – Actively shares relevant information
- **Performance Management** – Provides constructive feedback to colleagues
- **Planning and Organizing** - Effectively applies specialized knowledge of logistics and procurement to timely source goods and services
- **Teamwork** – Actively contributes to an effective, collegial, and agreeable team environment

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 along with a duly completed IOM Personal History Form to the IOM Bangkok Human Resources Unit at e-mail bkkrecruitment@iom.int by **September 24, 2018** at the latest. The form can be downloaded from <https://thailand.iom.int/sites/default/files/Recruitment/IOM%2BPersonal%2BHistory%2BForm%2B%282012%29.xls> Kindly indicate the reference code **CFCV041/2018** followed by your full name in the subject line.

Applications should include: a) a cover letter, indicating the dates of availability; b) a curriculum vitae; c) a duly completed IOM Personal History Form (may be downloaded from thailand.iom.int);

Only shortlisted candidates will be contacted.

Posting period:

From 10.09.2018 to 24.09.2018