

Open to Internal and External Candidates

Position Title : **Senior Regional ICT Associate**
Duty Station : **Bangkok, Thailand**
Classification : **General Service, G.6**
Type of Appointment : **One Year Fixed Term**
Estimated Start Date : **As soon as possible**
Closing Date : **7 April 2025**

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 with 174 member states and a presence in over 100 countries. 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:

The Senior Regional ICT Associate is responsible for supporting the provision of ICT solutions and services in the Region including end user support. The Regional ICT Associate is essential for maintaining efficiency and effectiveness to support Country Offices IT networks and systems, contributing to the overall organizational productivity in alignment with IOM ICT Strategy, policies, and standards.

Under the direct supervision of the Regional Information Management Technology Officer and overall supervision of the Deputy Regional Director (Management), and in close coordination with the central ICT Units, the Senior Regional ICT Associate will carry-out the following duties.

Core Functions / Responsibilities:

1. Handle Tier 2 technical support in the Region, by providing prompt diagnosis and workarounds for reported incidents within the agreed service level agreements (SLA). Document all actions and steps taken to address an incident or fulfil a request. Identify root causes and recommend solutions for raised problems related to reported incidents. Escalate issues to Tier 3 as needed, based on the identified priority level.
2. Provide end users support and monitor that requests, problems, and incidents are resolved within the SLA. Provide Tier 1 assistance for users in the Regional Offices (RO) and Country Offices (COs) without local ICT resources.
3. Support 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
4. Create and maintain comprehensive documentation and reference materials for planned and delivered ICT systems in the Region and update the central team of the planned changes in advance.

5. Support daily monitoring and maintenance of systems and networks and assist in analyzing performance problems and recommend solutions to enhance functionality, reliability, and/or usability.
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. Support the regular updates of operating systems and software patches/firmware for workstations and devices to maintain security and guard against threats and vulnerabilities.
8. Assist in the implementation and evaluation of digital solutions and liaise with the information management team to support and protect Country Office data systems and analytics.
9. Support in maintaining inventory of ICT software' licenses and of ICT equipment in coordination with asset unit, and inform the owners/management about assets that require replacement and the licenses that require renewal in a timely manner.
10. Contribute to the Business Continuity and Disaster Recovery Plans for Country Offices' databases and other ICT related services. Coordinate and monitor completion and accuracy of server's backup plans and verify that simulation is carried out regularly to enable timely recovery when required.
11. Support the delivery of regional ICT trainings to end users and ICT Staff in the Region to facilitate productive use of existing and new systems and tools available in IOM.
12. Assist in liaising with service providers for the provision of adequate ICT services and supplies.
13. Perform other related duties as required by supervisor.

Required Qualifications and Experience

Education

- Bachelor's degree in computer science, system engineering or related fields from an accredited academic institution with four years of relevant experience; or,
- High school diplom with six years of relevant experience.
- Certification in any of the following (ITIL V4, MS AZ-900, MS AZ-104) is an advantage.

Accredited Universities are those listed in the [UNESCO World Higher Education Database](#).

Experience

- Experience in networking environment (LAN/WAN) and Tier-1/2 support.



- Experience working with specialized international agencies (UN Agencies, International Organizations, and International NGOs) advantageous.
- Experience providing ICT support across multiple locations and countries.

Skills

- Demonstrated ability to troubleshoot and resolve hardware and software problems
- Knowledge of O365 applications.
- Knowledge of Windows Administration in a multi-site environment.
- 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.
- Ability to deliver end user training.

Languages

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

Required

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

Desirable

Working knowledge of any other language of the region is an advantage.

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 wherever possible.
- **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 action and delegated work.
- **Communication:** Encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

How to apply:

Interested candidates are invited to submit their applications via IOM [e-Recruitment system](#) within the above said deadline at 11:59 p.m. (BKK Time) referring to this advertisement. Please attach the following documents in your application:

- a cover letter, indicating the dates of availability;
- a curriculum vitae;
- a duly completed IOM Personal History Form which can be downloaded from https://thailand.iom.int/sites/g/files/tmzbd11371/files/personal-history-form_ro-bangkok.xlsm

Other

1. Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
2. Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable. Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.
3. IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.
4. IOM only accepts duly completed applications submitted through the IOM online recruitment system. The online tool also allows candidates to track the status of their application.
5. This post is subject to local recruitment. Only those holding a valid residence and have the right to work in Thailand will be eligible for consideration.
6. For non-Thai candidates applying for this position, proficiency (either fluency or working knowledge) of the Thai language is mandatory.
7. Only shortlisted candidates will be called for assessment.

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 general rule, candidates who have not properly submitted their application with required documents will be excluded from consideration.