

ส่งต่อ: Opportunity in IOM Regional Office

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16 พฤศจิกายน 2566 เวลา 14:46

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ชื่อเรื่อง: Opportunity in IOM Regional Office

All recipients are intentionally kept in BCC.

กองพัฒนาภาษาและกิจการต่างประเทศ	
มหาวิทยาลัยนเรศวร	
0620	
รับที่	
วันที่ 16 พ.ย. 2566	เวลา 14:30

Dear Colleagues,

Greetings from IOM Regional Office for Asia and Pacific.

กองกลาง	
เลขรับ.....	2074
วันที่.....	20 พ.ย.2566
เวลา.....	13.23 น.

IOM has published the attached vacancy notices.

Position Title: **Senior Regional ICT Assistant**

Duty Station: **Bangkok, Thailand**

Classification: **General Service Staff, G7**

Type of Appointment: **One Year Fixed Term**

Closing Date of Vacancy: **17 December 2023**

Expected Start Date: **January 2024**

Interested candidates are invited to submit their applications via IOM e-Recruitment system within the above said deadline referring to this advertisement.

Would appreciate if you please further circulate this VN to your esteemed office.



IOM Global Vacancy

RO Bangkok Vacancy



RObangkokHR@iom.int

Human Resources Department

Regional Office for Asia and the Pacific

International Organization for Migration

Bangkok – Thailand (GMT +7)

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International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

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Estimated Start Date : **January 2024**
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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:

The IOM Regional Office for Asia and the Pacific (ROAP) in Bangkok, Thailand is one of the 9 IOM Regional Offices (RO) that oversees and provides strategic and technical support to IOM activities within the region. Within the RO Bangkok structure, the Regional Resources Management Unit (RRMU) provides support to 40 IOM Country Offices (CO) within the region on ITC functions.

Under the direct supervision of the (Regional Information Management and Technology (IMT) Officer based in IOM Regional Office for Asia and Pacific, Bangkok, Thailand the incumbent of this post will be responsible and accountable for ensuring the smooth operation of network and infrastructure in the regional office, providing T2 support for regional support escalations and coordinating user support in the regional office.

Core Functions / Responsibilities:

Regional T2 support coordination

1. Collaborate with regional ICT officer to oversee and organize the activities of the ICT Assistant to ensure that requests are addressed promptly and efficiently, with appropriate resource allocation.
2. Analyse and manage support queues in the region taking necessary action to resolve tickets and action outstanding issues of T2 support.
3. Ensures that ICT equipment in the Country Office complies with the latest IOM ICT standards, encompassing both hardware and software components.
4. Manages mission-critical applications and maintains communication with technical counterparts to ensure system functionality and availability, such as SAP-PRISM.

Technical Support and Maintenance:

5. Provide technical support to end-users, troubleshooting hardware and software issues.
6. Set up, configure, and maintain computer systems and peripherals including installation of software and updates on ICT equipment.
7. Perform routine maintenance and updates on ICT equipment.
8. Support cybersecurity operations by undertaking vulnerability management and incidents response activities as assigned.
9. Supports the tracking of ICT equipment inventory, which is essential for asset management.
10. Assists in the configuration and functionality of CCTV security systems, contributing to overall office security.

Network Support and Connectivity:

11. Ensures the stability and performance of network services to minimize downtime and interruptions, which are crucial for the organization's operational efficiency.
12. Collaborate with the team and network administrator for problem and incident management.
13. Monitor and resolve network connectivity issues.

User Training, Assistance, and Security Awareness:

14. Provide basic ICT training to end-users.
15. Offer guidance and assistance in utilizing ICT resources effectively.
16. Promote security awareness among staff members.
17. Assist in the maintenance and functionality of security systems.

Reporting, Collaboration, and Adaptability:

18. Prepare reports on ICT activities, issues, and needs.
19. Contribute to disaster recovery and business continuity planning.
20. Work closely with ICT colleagues and project teams to delivered required ICT services.
21. Provide input and technical expertise as on applications, systems, technology and improvements and as required.
22. Be flexible and ready to take on additional ICT-related tasks and responsibilities.

Required Qualifications and Experience**Education**

- Bachelor's degree in Computer Science or related field with at least five years of relevant professional experience.
- Experience in implementing and administering Microsoft Windows network environments (LAN/WAN).

Experience

- Proficiency in providing first-level network/desktop support.
- Experience working in an International Organization or an international agency in a field location is preferred.
- Knowledge in the following areas:
 - Windows Operating Systems.
 - Network and Systems administration.
 - TCP/IP and Network Protocols.

- CISCO/Meraki devices (networking equipment).
- VPN (Virtual Private Network) configuration and support.
- Microsoft 365 apps and utilities.

Skills

- Advanced communication skills, with the ability to convey technical information to non-technical stakeholders.
- Proficiency in Windows OS, Network/Systems administration, TCP/IP, VPN, VoIP, MS Office 365 apps, and Antivirus Software.
- Knowledge of web-based development and GIS/mapping tools is an advantage.
- Strong initiative, dedication, and ability to produce high-quality results with minimal supervision.
- Experience in database information systems and data processing tools.
- Ability to handle confidential data responsibly and work harmoniously with a diverse team.

Languages

- Fluency in English and Thai languages is required.

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.

Managerial Competencies - Behavioural indicators level 2

- Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

How to apply:

Interested candidates are invited to submit their applications via IOM e-Recruitment system within the above said deadline referring to this advertisement.

Other

- Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
- This post is subject to local recruitment. Only those holding a valid residence and work permit for the country where this position is based will be eligible for consideration.
- 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.
- 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.
- 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.
- 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.