



Organization or Agency: **International Organization for Migration (IOM)**
Position Title: **Information Management Assistant**
Organizational Unit: **Transition and Recovery Division**
Duty Station: **Erbil–Iraq**
Type of Contract: **Sub-Contract to Stars Orbit Consultants and Management Development**
Grade: **Equivalent to G4**
Duration of Appointment: **Six (6) months, with possibility of extension subject to satisfactory performance and funds availability**
Closing Date: **15 December 2024**
Reference Code: **CFA2024/IRQ/268**

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged, as well as the internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, the internal candidates are considered as first-tier candidates.

Context/Reporting line:

Under the general guidance of the Senior Operation Coordinator (Ret&Recov) and the overall supervision of the National Information Management Officer and the direct supervision of the Senior Information Management Assistant, the successful incumbent will be responsible for assisting programs related to the Transition and recovery division under the area of responsibility as below:

Core Functions / Responsibilities

1. Assist in carrying out weekly quality control and preparing related reports.
2. Assist in identifying mistakes in the information collected and system management, report, and act immediately to solve any issue.
3. Assist in testing the data collection tools and provide detailed feedback on ways to improve them.
4. Actively conduct data validation and cross-checking for data received from the field and follow up with teams to ensure complete and up-to-date information is uploaded and processed.
5. Assist in developing user manuals, and training materials to be distributed to field teams on best practices.
6. Ensure all support requests are recorded on the internal ticketing system.
7. Support with account creation and managing user roles and permissions.
8. Assist in writing documentation for the internally developed systems.
9. Assist in writing business requirement documents.
10. Perform such other duties as may be required.

Required Qualifications

Education:

- Bachelor's degree in information technology, Computer Science, or any relevant field from an accredited academic university or institute with 2 years of relevant professional experience, or;
- Completed high school diploma degree with 4 years of relevant professional experience.

Experience and Skills:

- Experience with an international organization is an advantage.
- Experience providing training is an advantage.
- Good computer skills (MS Office, Internet).
- Knowledge of data collection and database applications is an advantage.

Languages:

- Fluency in English, Kurdish and Arabic is required.

Competencies

■ The incumbent is expected to demonstrate the following values and competencies:

VALUES - All SOC 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.

IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse

IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

How to apply:

While this vacancy is open to both Internals and Externals, priority shall be given to qualified Internal applicants.

Interested candidates are invited to submit their applications via this link:

<https://jobs.my-soc.org/apply/20241205150902/ByMlhzRQaFx58br0XtDYiKIEL>

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: 5 December 2024 to: 15 December 2024