International Organization for Migration (IOM)

The UN Migration Agency

CALL FOR APPLICATION

Position Title	:	**Information and Communications Technology (ICT) Intern**
Duty Station	:	**Caracas, Venezuela**
Classification	:	*Internship*
Contract duration	:	**From two to six months (renewable upon agreement).**

Closing Date	:	**February 2nd, 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.

Context:

IOM established its operations in the Bolivarian Republic of Venezuela (hereinafter: Venezuela) in 1952. Across the country IOM provides a comprehensive response to the humanitarian needs of migrants, internally displaced persons, returnees and host communities through humanitarian direct assistance, and a variety of other efforts.

The successful candidate will work under the overall supervision of the Chief of Mission and the Head of Resources Management Officer, and the Direct Supervision of the ICT Associate:

Core Functions / Responsibilities

1. Assist in the maintenance of Information Technology and Communication services and network. This includes Computers, Smartphones, Network Printers and some other electronic devices.

2. Provide onsite and remote support to the above-mentioned systems and services, locally at Office and across Venezuelan country offices.

3. Installation, configuration and upgrading of desktops, laptops computers and Smartphones with their software used in the mission.

4. Assist with Monitoring Network & Internet service performance as well as Local Network Infrastructure operating and maintenance.

5. Assist with all types of ICT inventories of Electronic Devices, Telecom and Network equipment.

6. Assist in tagging and registering all ICT devices and equipment with Barcode/QRCode stickers into an IOM's Inventory System.

7. Assist with ICT process of procurement, requesting quotations, attending providers visits or delivery, filling TdR technical specs documentation, doing local market research of ICT availability of certain products/services.

8. Maintaining necessary technical documentation for voice and data networks as well as system maintenance and support procedures.

9. Assist in maintaining communication systems/equipment including, mobile lines, Radios VHF/UHF, BGAN, Internet access, and all other communication related matters.

10. Perform other related duties as assigned.

Training Components and Learning Elements:

It is expected that the selected intern will:

- Be exposed to and actively learn from the activities of IOM in the duty station.

- Gain understanding about the IOM and the UN System and its processes.

- Learn technical skills described in this Post Description.

- Be able to prove their dedication, skills, and capacity to work in an international setting as part of a diverse and international team.

Required Qualifications and Experience

Education

- Applicants to IOM internships must, at the time of the application, meet one of the following requirements:

    a) Be enrolled in the final academic year of a first university degree program (minimum bachelor's level or equivalent in MIS, Computer Science, Telecommunications or Engineering; or

    b) Be enrolled in a graduate school programme (second university degree or equivalent, or higher); or

    c) Have graduated with a university degree (as defined in (a) or (b) above) and, if selected, must commence the internship within one year of graduation.

- Applicants Holder of relevant certification especially CompTIA+, ITIL, Microsoft Certifications and CCNA will be an advantage.

- One (1) year of relevant work experience.

- Knowledge of the use of messaging systems i.e. MS Outlook-Exchange and hands-on support for MS Office products (including Teams, OneDrive, SharePoint, Power-BI, etc).

- Excellent verbal and written communication/management reporting skills.

- Ability to maintain confidentiality and discretion in appropriate areas of work.

- Ability to effectively apply knowledge of ICT in the execution of duties, thinking "outside of the box" or being creative and proactive to provide solutions.

- Ability to follow instructions and implement policies and procedures from his/her supervisor.

- Ability to prioritize, organize and manage a large and diverse workload under pressure.

- Ability to work and contribute as a team member in systems implementations.

- Ability to work under minimal supervision and being resourceful and self-sufficient.

- The duration of an internship at IOM is from two to six months, renewable upon agreement of both the supervisor and the intern, up to a maximum of nine months.

- The internship is normally on a full-time basis. Part-time internships may also be accepted if this option meets the needs of the work department/division/office/unit as well as those of the intern.

Skills

- Excellent verbal and written communication/management reporting skills.

- Ability to follow instructions and implement policies and procedures from his/her supervisor.

- Ability to think "outside the box" or being creative and resourceful providing ideas and smart solutions.

- Ability to prioritize, organize and manage a large and diverse workload under pressure.

- Ability to work and contribute as a team member in systems implementations.

- Ability to work under minimal supervision.

Languages

- Fluency (oral and written) in Spanish is required.
- Fluency (oral and written) in English is desirable.

Required Competencies

Values

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.

- Integrity and transparency: maintain 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.

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 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:

- The duration of an internship at IOM is from two to six months, renewable upon agreement of both the supervisor and the intern, up to a maximum of nine months.

- The internship is normally on a full-time basis. Part-time internships may also be accepted if this option meets the needs of the work department/division/office/unit as well as those of the intern.

- Interested candidates are invited to submit their applications via email to **iomvacantesvzla@iom.int** by February 2nd, 2025 at the latest, **attaching the resume in IOM format**.

In order for an application to be considered valid, please consider these instructions:

- IOM only accepts online profiles duly completed.

- Only shortlisted candidates will be contacted.

- Contract issuance subject to funding availability.

- Indicate "**VZ-CT-169 Information and Communications Technology (ICT) Intern**" in the email subject.

- This vacancy is only available for local citizens or foreigners with right of residence and right to work in the country.

Posting period: From 20.01.2025 to 02.02.2025