



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

### **Terms of Reference**

**Vacancy No.:** IOM/052/09  
**Duty Station:** Nairobi, Kenya  
**Functional Title:** Information Technology and Communication (ITC) - Intern  
**Grade** **Intern – Non remunerated**  
**Duration of Assignment:** 3 - 6 months

#### **A. Background Information**

The primary function of the Information Technology and Communication Unit (ITC) is to enhance the functions of the Mission with Regional Function (MRF) Nairobi through providing daily technical support and troubleshooting of all computer systems with consideration to the needs and requirements of the mission and effective coordination with IOM field missions within the East and Central African Region.

#### **B. Objective of the assignment**

Under the overall supervision of the Resources Management Officer, and direct supervision of the Senior ITC Assistant of MRF Nairobi, the incumbent will be responsible for providing daily technical support and troubleshooting of all computer systems and networking with consideration to the needs and requirements of the mission. He specifically will be responsible for:

1. Helpdesk system administration and call logging.
2. Providing onsite support to the above mentioned systems and services in the Mission.
3. Installation, configuration and upgrading desktop and laptop computers and software used in the Mission.
4. Providing appropriate IT/Communication training to all users in the Mission.
5. Designing of database systems and applications as required by local specifications and providing technical support to users.
6. Maintaining necessary documentation for system maintenance and support procedures in the mission.
7. Any other duties as may be assigned from time to time.

#### **C. Personal development:**

Acquire technical knowledge in the area of Information Technology, including Software Development, Network Maintenance and Support and Helpdesk Management. Finally the intern will experience working in an international multi cultural environment, with a humanitarian intergovernmental organization.

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#### **Mission with Regional Functions for Central & East Africa**

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**D. Desirable Qualifications, Skills and Competencies:**

1. University degree in computer science, software engineering or a combination of relevant education, experience and professional experience
2. Knowledge of LAN/WAN networking environment
3. Knowledge of: Windows 2000 server software in a multi-site environment, TCP/IP, Proxy and Cisco Router Configuration, MS Office XP/2003 Professional
4. Knowledge of HP/Compaq, IBM, Cisco and Siemon equipment
5. Knowledge of Web site development and administration
6. Ability to design and configure networks

**Mode of Application:** Submit Cover Letter and CV including daytime telephone and email address to: **International Organization for Migration (IOM), Human Resources Department, PO Box 55040-00200 Nairobi** or send by email to [hrnairobi@iom.int](mailto:hrnairobi@iom.int)

Closing Date: 19<sup>th</sup> June 2009