



**From
the People of Japan**



International Organization for Migration (IOM)
The UN Migration Agency

Return of Qualified Afghans Programme TERMS OF REFERENCE

I. POSITION INFORMATION	
Position title:	IT Manager
Host Institution:	Shams London Academy
City:	Kabul
Position number:	01
Organizational unit: Reporting directly to: Overall supervision by:	Managing Director (MD)
Managerial responsibility: Directly reporting staff:	HQ & branches staff

II. ORGANIZATIONAL CONTEXT AND SCOPE
<p>Under the direct supervision of the Managing Director, the candidate will be primarily responsible for managing all IT issues.</p>

III. RESPONSIBILITIES AND ACCOUNTABILITIES
<p><u>Main duties and responsibilities:</u></p> <ol style="list-style-type: none"> 1- Installation and trouble shooting of Windows XP, Vista, Windows 7 and Windows Server 2003. 2- Installation and trouble shooting of all kind of Copiers, Printers, Scanners, All in one. 3- Installation of DNS, DHCP, ISA Server. 4- Installation and troubleshooting of Wireless Network. 5- Knowledge about Vsat, Wimax System. 6- Installation and troubleshooting of Intercom Telephone system. 7- Knowledge of CCTV Camera. 8- Trouble shooting of Microsoft Outlook. 9- Managing of Share folder, print sharing. <p><u>Other duties and responsibilities</u> Maintanance and Implement Finger Print Machen in Branches.</p>



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Maintenance and Fixing all computer lab.
To execute any other tasks which may be assigned from time to time by line head

IV. COMPETENCIES

The incumbent is expected to demonstrate the following technical and behavioural competencies:

Behavioural

Accountability

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

Performance Management

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self



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<ul style="list-style-type: none"> and others ▪ Identifies priority activities and assignments for self and others ▪ Organizes and documents work to allow for planned and unplanned handovers ▪ Identifies risks and makes contingency plans <p>Professionalism</p> <ul style="list-style-type: none"> ▪ Masters subject matter related to responsibilities ▪ Identifies issues, opportunities, and risks central to responsibilities ▪ Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation ▪ Persistent, calm, and polite in the face of challenges and stress ▪ Treats all colleagues with respect and dignity <p>Teamwork</p> <ul style="list-style-type: none"> ▪ Actively contributes to an effective, collegial, and agreeable team environment ▪ Contributes to, and follows team objectives ▪ Gives credit where credit is due ▪ Seeks input and feedback from others ▪ Delegates tasks and responsibilities as appropriate ▪ Actively supports and implements final group decisions ▪ Takes joint responsibility for team's work <p>Technological Awareness</p> <ul style="list-style-type: none"> ▪ Learns about developments in available technology ▪ Proactively identifies and advocates for cost-efficient technology solutions ▪ Understands applicability and limitation of technology and seeks to apply it to appropriate work 	
<p>Technical (<i>specific to the job family</i>)</p>	
<ul style="list-style-type: none"> ▪ The technical requirements are: Computer Hardware/Software knowledge. 	
<p>V. EDUCATION AND EXPERIENCE (<i>specific to the category and (expected) level of the position</i>)</p>	
<ul style="list-style-type: none"> ▪ A completed university degree in IT ▪ Minimum one year of relevant work experience in IT or Help Desk with demonstrable successes ▪ Excellent verbal and written communication skills in Dari/Pashto. 	
<p>VI. LANGUAGES</p>	
<p>Required</p>	
<ul style="list-style-type: none"> ▪ Dari ▪ Pashto ▪ English 	<p>Fluent Fluent Medium</p>



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