IOM International Organization for Migration
OIM Organisation internationale pour les migrations
OIM Organización Internacional para las Migraciones

Terms of Reference

I. POSITION INFORMATION	
Position title	Information Management Assistant
Position grade	G5
Duty station	IOM, Costa Rica.
Appointment type	6 months SST with possibility of extension
Reports directly to	IM/GIS Official, Western Hemisphere Program, Costa Rica
VACANCY-SPECIFIC INFORMATION	
Estimated start date	25.03.2019
Estimated closing date	29.03.2019
II. ORGANIZATIONAL CONTEXT AND SCOPE	

The Western Hemisphere Program (WHP), funded by the Population, Refugees and Migration Office (PRM) of the Population Department of the United States, seeks to improve the capacities of the States of Central America, Mexico and the Caribbean for migration management in a humane and sustainable way. The program has four pillars: migration governance, partnerships, migration crises management and communication for development.

Under the overall guidance of the WHP Regional Coordinator and the direct supervision of the IM/GIS Official, the Information Management Assistant will be responsible for executing the following tasks:

III. RESPONSIBILITIES AND ACCOUNTABILITIES

- Contribute to the implementation of the integrated mechanism for data gathering and Information Management (IM) across WHP activities.

- Contribute to the knowledge Management Strategy for the WHP.

- Support on GIS-related requirement for data collection and management, surveys and assessments, and maintenance and support of database systems.

- Assist in monitoring data collection processes and data management activities, including data mapping, encoding, storing, processing and analysis, in aspects specific to GIS and statistic.

- Bring support in the data analysis and the identification of regional tendency of data.

- Make and/or give support in tools of data collection (including updates and methodologies).

- Contribute to design and implementation of the Migrant Mobile App to provide and collect information.

- Update, verify and gather information to feed the MigApp data bases: Migration Offices, Integration and Protection, Alerts, News, Entry Requirements, etc.

- Support effective Geographic Information Systems (GIS) implementation in the context of DTM implementation, including the setup and maintenance of a geodatabase; as well as production and dissemination of information products for better targeted assistance to populations in need.

- Identify and analyze availability of relevant datasets and information gaps.

- Participate in the design of effective solutions to meet GIS-related needs in an accurate and timely manner.

- Manipulate, clean, and render data in tabular tools and produce data tables with data that comes from different platforms of data collection.

- Support the information gathering, the processing and the analysis of the data, to present reports to stakeholders and inner the organization.

- Organize geodatabase storage to established standards.

- Identify gaps in GIS-related data information relevant to the implementation and contribute to the preparation of project proposals aiming to address such needs.

- Contribute to efforts for stronger regional integration and support implementation of regional DTM/IM system as may be required.

- Provide general support for the development of new projects and activities in close coordination with supervisor.

- Travel as required to field missions to support DTM field implementation, Mesoamerica Regional Project and MigApp.

- Performs any other duties as assigned by the immediate supervisor.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

- University or bachelor's degree in Information Management, Geographic Information Systems, Computer Science or a related field from an accredited academic institution with three years of relevant professional experience.

OR

- High school diploma with five years of relevant professional experience.

EXPERIENCE
• Experience in Information Management, emergency humanitarian or development operations; management of information flows, data management including collection, storing, processing, and analyzing data to generate information products.   • Knowledge and experience in ArcGIS mapping software (Desktop, Server, or Portal), relational database on population and/or movement using RDBMS (MS-Access, MySQL, SQL Server or others), web and desktop application system development and implementation, and mobile data collection tools (ODK, Kobo).   • Experience with app development.   • Ability to compile and holistically analyze diverse datasets.   • Experience in advanced data visualization.   • Experience with handling confidential data.

V. LANGUAGES

Required (specify the required knowledge)	Advantageous
Spanish and English (fluent)	Knowledge of other official IOM language an advantage

VI. COMPETENCIES

The Information Assistant must have the following technical and personal skills:

Responsibility
• Accept and give constructive criticism.
• Follows all procedures, processes and policies.
• It complies with the deadline, cost and quality requirements for the results.
• Verify your own work to correct errors.
• Assumes responsibility to comply with commitments and possible deficiencies.

Customer orientation
• Identifies the immediate and peripheral clients of the work.
• Establishes and maintains effective working relationships with clients.
• Identify and verify changes in the needs of clients, including donors, governments and project beneficiaries.

Continuous learning
• Contributes to the learning of colleagues.
• Shows interest in improving relevant skills.
• Shows interest in acquiring relevant skills from other functional areas.
• Keeps abreast of advances in their field of expertise.

Communication
• Actively share relevant information.
• Communicates clearly and listens / receives feedback on priorities and procedures.

• Write clearly and effectively, adapting the writing and style to the intended audience.
• Listen effectively and communicate clearly, adapting delivery to the audience.

Creativity and Initiative
• Proactively develops new ways to solve problems.

Leadership and Negotiation
• Convincing others to share resources.
• Present objectives as shared interests.

Performance management
• Provide constructive feedback to colleagues.
• Provides fair, accurate, timely and constructive personnel evaluations.
• Appropriately utilizes staff evaluations in recruitment and other relevant HR procedures.

Planification and organization
• It establishes clear and achievable objectives consistent with the priorities agreed upon for oneself and for others.
• Identifies priority activities and tasks for oneself and others.
• Organizes and documents the work to allow planned or unplanned handover.
• Identify risks and prepare contingency plans.

Professionalism
• Master the subject related to their responsibilities.
• Identifies problems, opportunities and fundamental risks with responsibilities.
• Incorporates needs related to gender, perspectives and concerns, and promotes the participation of gender equality.
• Persistent, calm and courteous in the face of challenges and stress.
• Treat all colleagues with respect and dignity.
• Works effectively with people of different cultures adapting to relevant cultural contexts.
• Knowledgeable and promoter of the main IOM mandate and migration solutions.

Teamwork
• Actively contributes to an effective, collegiate and pleasant team environment.
• Contributes and complies with the team's objectives.
• Give credit to whom the credit deserves.
• Seek input and feedback from others.
• Delegates tasks and responsibilities appropriately.
• Actively supports and implements the team's final decisions.
• Assumes joint responsibility for the work of the team.

Technological knowledge
• Learn about the technological developments available.
• Proactively identify and advocate for cost-effective technology solutions.
• Understands the applicability and limitation of technology and seeks to apply it to the appropriate work.