



International Organization for Migration (IOM)
The UN Migration Agency

SVN-2024-004

Position Title : **Project Specialist (E-Campus)**

Duty Station : **San José, Costa Rica**

Classification : **SST G6 - Gross Monthly Salary CRC 1.253.076,92**

Type of Appointment : **Special Short Term**

Estimated Start Date : **As soon as possible**

Closing Date : **January 30, 2024**

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.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen

3. External female candidates.

Organizational Context and Scope

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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.

IOM's migration learning platform, E-Campus, is a global online platform for external users that offers courses in three different e-learning modalities: self-paced courses, tutored, and bi-modal. In addition, the platform hosts free and open courses and specialized courses offered on demand or under a bi-modal (a virtual course that complements a face-to-face course) modality.

IOM E-Campus has strengthened its capacity to develop e-learning courses in-house without hiring external companies. However, the demand for courses and the team is growing. Consequently, there is a need to hire a Project Specialist who can support the E-Campus project and its' requesters.

Under the direct supervision of the National Officer (E-Campus) and overall supervision of CoM IOM Costa Rica, the incumbent will be responsible for executing the following tasks:

Responsibilities and Accountabilities

1. Supervise the Email inbox management – This requires among other responsibilities: responding, forwarding, follow-up and organizing emails, as necessary.
2. Supervise the upload of online trainings to the E-Campus Platform.
3. Ensure consistency between the courses upload forms and final course products, as well as between E-Campus's other courses or programs.
4. Support the E-Campus National Officer in the follow-up of E-Campus multiple requests acting as a liaison between the E-Campus Staff and requesters.
5. Support the correct storage and SharePoint administration of all E-Campus files.
6. Schedule and attend meetings, draft agendas, prepare minutes and manage information flow promptly and accurately.
7. Update project monitoring and control matrixes with information obtained in meetings.
8. Guide the E-Campus Administrative Assistant with different requests.
9. Contribute to knowledge management initiatives.
10. Perform such other duties as may be assigned.

Required Qualifications and Experience

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

EDUCATION AND EXPERIENCE

EDUCATION

Professional in International Relations, Business Administration or similar, with 4 years of relevant professional experience, or completed High School with six years of relevant professional experience.

EXPERIENCE

- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation.
- Experience delivering complex products with multiple stakeholders and minimal supervision, as well as practical knowledge of how-to multi-task, prioritize and work independently.
- Experience in customer service, particularly managing inboxes.
- Experience in project assistance and support.
- Experience in developing, reviewing and uploading e-learning materials for courses in Moodle.
- Takes responsibility and manages constructive criticism.
- Experience working with SharePoint
- Experience building project monitoring and control matrixes.

Skills

- Medium knowledge of migration-related issues: migration management, vulnerable migrants, protection of migrants, labor migration, border management, human trafficking, and migrant smuggling, among others.
- Strong interpersonal and intercultural skills with proven ability to work effectively and harmoniously with a team of colleagues.
- Excellent written and verbal skills.
- Excellent command of Microsoft Office and Share Point.
- Excellent command of Moodle.
- Basic Knowledge of Articulate 360.
- Proven ability to produce quality work accurately and concisely according to set deadlines.

Languages: Fluency in English and Spanish (oral and written) is required.

Desirable: French or other UN language.

Competencies¹

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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

VALUES - All IOM 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 2

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.

MANAGERIAL COMPETENCIES - Behavioural indicators – Level 2

Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

How to apply:

The candidate should send his/her application through the following email cosanjoosevacancies2@iom.int using as Subject: **“SVN 2024-004 Project Specialist (E-Campus) G6”**

The application must include:

- Curriculum with 3 references.
- Letter of interest.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Candidates must submit their offer by **January 30, 2024**. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.

Only short-listed candidates will be contacted.

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.

The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.

La Organización Internacional para las Migraciones (OIM) no discrimina por motivos de discapacidad, edad, identidad y expresión de género, orientación sexual, nacionalidad, identidad racial, creencias religiosas, entre otras. La OIM está comprometida con un entorno diverso e inclusivo y por ello su personal proviene de una amplia gama de entornos socioeconómicos y perspectivas del mundo. Se alienta especialmente las candidaturas de mujeres, personas afrodescendientes y personas LGBTIQ+ que se encuentren cualificadas y cumplan los requisitos de cada vacante.