

## Job Announcement

### Information Technology Assistant

**Project Title:** “Strengthening Regional Cooperation on Migration Management between the Western Balkans and Neighbouring EU Member States in Accordance with the EU Acquis and International Standards - MIRCO”

**Location:** Belgrade, Serbia

**Duration:** Until the end of the project - 14 May 2026

**Starting Date:** As soon as possible

The Swedish Migration Agency (SMA), in partnership with the Commissariat for Refugees and Migration of the Republic of Serbia (SCRM), is implementing an EU-funded project aimed at enhancing regional cooperation in migration management in line with EU and international standards.

SMA is seeking to engage a skilled and experienced Information Technology (IT) Assistant to join the project team. The IT Assistant will provide comprehensive IT and technical support for the team's day-to-day operations and contribute to the administration and improvement of the project partner's website and E-learning platform.

#### I. Tasks and responsibilities:

- Provide day-to-day IT support to the project team (hardware, software, and network troubleshooting);
- Update the project team's anti-virus tools, manage firewall security, ensure compliance and follow standard industry data protection protocols;
- Ensure data backup, IT security, and smooth functioning of all project IT tools and systems;
- Maintain and update the project partner's website and E-learning platform in coordination with the project partners;
- Support the creation of a digital E-library on the RMTTC's website and digitalization of training curricula;
- Organize online workshops/training sessions for project partners and other relevant stakeholders, about the training modules uploaded on the SCRM learning platform;

- In cooperation with relevant project and partner staff prepare content, and documents to be uploaded to the project partner website;
- Maintain a user manual about the SCRM learning platform, its purpose and instructions to operate on it for online regional participation for WB partners;
- Support virtual and hybrid events (e.g., webinars, trainings, online meetings)
- Support digital aspects of training activities and content management;
- Support project team in procurement procedure related to IT/technical equipment, preparation of specifications for procurement, vendor research, etc.;
- Coordinate with external service providers as needed;

## **II. Qualifications and skills required:**

- A Bachelor's degree in a technical field (Faculty of Electrical Engineering, Mechanical Engineering or similar) or secondary school with proven 5-year experience in the IT sector;
- Two or more years of related experience with computers and providing customer service in a technological environment;
- An in-depth understanding of basic computing processes and knowledge of networking and cybersecurity;
- Familiarity with web learning platforms and experience in maintaining such platforms, Moodle platform;
- Knowledge of Windows operating systems and Microsoft Office Professional;
- Knowledge of communication platforms Webex, Teams, Skype, etc.;
- Knowledge of hardware and software installation, troubleshooting, and maintenance;
- Excellent problem-solving skills, such as identifying sources, analysing potential solutions and selecting the most suitable options;
- Excellent spoken and written command of English and Serbian;
- Knowledge of multimedia, photo editing and graphic design programs would be an advantage;
- Excellent skills in communication and working in an international environment;
- Able to work independently and as part of a team;
- Availability to travel in the country and abroad.

### III Selection procedure and deadlines for the submission of the applications

Qualified candidates should submit their application, including their Curriculum Vitae (Europass format<sup>1</sup>) and motivation letter to the Swedish Migration Agency at the following e-mail addresses:

Ms Katarina Mlekov - [katarina.mlekov@migrationsverket.se](mailto:katarina.mlekov@migrationsverket.se)

Ms Hanna Kaidussis Valik - [hanna.kaidussis.valik@migrationsverket.se](mailto:hanna.kaidussis.valik@migrationsverket.se)

Ms Milosava Smiljanic – [milosava.smiljanic@euproject.rs](mailto:milosava.smiljanic@euproject.rs)

Interested candidates should submit a CV and motivation letter by 30 June 2025. Incomplete applications or those submitted after the deadline will not be considered.

The selection procedure will include interviews and may involve employee assessment tests. Only shortlisted candidates will be contacted.

Please note that the employer reserves the right to cancel the recruitment process in the event that project funding is not secured.

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<sup>1</sup> <https://europass.cedefop.europa.eu/>