

Posting Title : TELECOMMUNICATIONS ASSISTANT, G5
Job Code Title : TELECOMMUNICATIONS ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 2 May 2023 - 31 May 2023
Job Opening number : 23-TEL-RSCE-207107-R-ENTEbbe (R)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services, and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location-dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement, and control, personnel and cargo transport and information and communications technology (ICT) support.

In addition to these services, the RSCE Office of the Director and support offices through the Deputy Chief RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, audit response, and risk management.

For more information, please visit <https://rsce.unmissions.org>.

This position is located in the Regional Field Technology Service (RFTS) office. The Telecommunications Assistant reports to the Head of the Unit.

The overall purpose of the post is to assist in providing problem assessment, resolution and advice for a wide spectrum of telecommunication issues. The incumbent at this level carries out functions related to the provision of effective telecommunication support for the centre,

with regard to Satellite Earth-station Operations, Wide Area Network Operations (WAN), Local Area Network Operations (LAN), Voice and Messaging Operation, Audio/Visual Conference Services, Asset Management support, and Telephone Billing Services.

Responsibilities

Satellite Earth-station Operations:

- Assists in the operation and maintenance of Intelsat Standard satellite earth-station equipment and maintaining standard Microwave equipment, inclusive of the antenna system, RF equipment, IF equipment, base-band equipment, and the control, supervisory, and test facilities.
- Monitors satellite link performance.
- Performs fault diagnosis and repair.
- Maintains earth-station records and documentation.
- Undertakes spare parts tracking.
- Performs other related duties as required.

Wide Area Network Operations (WAN):

- Monitors transmission performance of all local and remote network nodes at the link and at the I/O levels.
- Coordinates with leased line carrier and/or remote site technical support staff, service restoration during facility failures.
- Maintains Network Control Center/Network Operations Center records and Wide Area Network documentation.
- Maintains WAN equipment inventory and tracks repair history of WAN nodal equipment and modules.
- Prepares monthly reports on node and transmission facility performance including detailed reports of leased facility outages for outage rebate purposes.
- Performs other related duties as required.

Local Area Network Operations (LAN):

- Monitors the performance of the LAN, Metropolitan Area Network (MAN) and high speed Internet access facilities.
- Assists in the implementation of ad-hoc LAN support requirements with departmental focal points.
- Provides remote operations and maintenance service and advanced technical support for access routers on the Wide Area Network.
- Maintains LAN and MAN equipment inventory and assists with the write-off process of FTS equipment.
- Prepares and revises network diagrams and network documentation.
- Performs other related duties as required.

Voice and Messaging Operation:

- Analyzes and reviews requests for telephone services; advises UN officials and or facilities staff, e.g., architects, electricians, movers) in preparing requests for services to ensure they are cost-effective and physically feasible.
- Formulates technical service orders and follows up on pending work orders, requisitions, trouble reports, etc., to ensure work is completed in a timely fashion.
- Decides on type of equipment/services needed.
- Maintains liaison with outside contractor telecommunications representatives with regard to any change, correction or discrepancy on the above and other technical information on procedures; oversees installations, monitors quality and quantity of work performed by contractors and compiles and prepares statistics on same.
- Drafts and prepares blueprints showing equipment locations for telephone technicians and facilities management staff.
- Assists in the design and development of work order databases and maintains the databases using advanced computer technology.
- Performs other related duties as required.

Audio/Visual Conference Services:

- Installs, configures and tests audio, video conference and desktop video conference hardware/software using available communication and network connectivity.
- Assists in meetings' preparation by preparing and configuring conference hardware and operates equipment during conferences.
- Provides support and training for new users of conference systems.
- Researches and evaluates new conference products ensuring compatibility with current operational standards and growth for future needs.

Telephone Billing Services:

- Ensures that clear and accurate records of all telephone accounts, documentation and invoices are maintained.
- Follows up on outstanding payments and recovery of charges.
- Maintains electronic records of all expenditures for commercial communications of the Mission, and provides CITS budget officer with this information on a regular basis.
- Maintains comprehensive filing system of invoices, statements and correspondence for all telephone systems, including issue and return vouchers for mobile and satellite SIM cards.
- Ensures that all telephone billing documents are scanned and electronically stored before being archived.
- Performs other related duties as required.

Competencies

Professionalism: Shows pride in work and in achievements. Demonstrates professional competence and mastery of subject matter. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results. Is motivated by professional rather

than personal concerns. Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Shows commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

Client orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view. Establishes and maintains productive partnerships with clients by gaining their trust and respect. Identifies clients' needs and matches them to appropriate solutions. Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems. Keeps clients informed of progress or setbacks in projects. Meets timeline for delivery of products or services to client.

Technological Awareness: Keeps abreast of available technology; Understands applicability and limitations of technology to the work of the office; Actively seeks to apply technology to appropriate tasks; Shows willingness to learn new technology.

Education

High school diploma or recognized equivalent is required.

Job Specific Qualifications

Technical or vocational training in information and telecommunications systems or other related field is desirable.

Work Experience

A minimum of five (5) years of progressively responsible experience in Telecommunications, information systems Network equipment installation and management, systems administration and maintenance, software applications, hardware installation, telephone billing, or related area is required.

Experience within the United Nations common system or similar international organization or non-governmental organization is desirable.

Experience with property management systems such as the United Nations Field support Suite (FSS) and Enterprise Resource Planning (ERP) systems such as UMOJA or similar system is desirable.

Experience in a shared service center is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For this post, fluency in oral and written English is required. Knowledge of French is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

This post is funded for an initial period of one year and may be subject to extension.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.

Passing the Global General Service Test (GGST) is a prerequisite for recruitment consideration in the General Services and related categories in the United Nations Secretariat. Applicants who have not passed the GGST at the time of application may be invited for the test after submitting an application. Having passed the Administrative Support Assessment Test in English at the United Nations Headquarters, Economic Commission for Africa, Economic and Social Commission for Western Asia, United Nations Office at Geneva, United Nations Office at Vienna, International Criminal Tribunal for Rwanda or International Criminal Tribunal for the former Yugoslavia; or the United Nations Accounting or Statistical Assistant Examination at the United Nations Headquarters may be accepted in lieu of the GGST.

The United Nations Secretariat is committed to achieving 50/50 gender balance and geographical diversity in its staff. Female candidates are strongly encouraged to apply for this position.

Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

An impeccable record for integrity and professional ethical standards is essential. At the United Nations, the paramount consideration in the recruitment and employment of staff is the

necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. Applicants for positions in the General Service and related categories must be authorized to work for the United Nations in the duty station where the position is located. Eligible applicants selected from outside the duty station are responsible for any expenses in connection with their relocation to the duty station. Staff members subject to local recruitment are not eligible for allowances or benefits exclusively applicable to international recruitment.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the

United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.