

Posting Title : TELECOMMUNICATIONS ASSISTANT, G6
Job Code Title : TELECOMMUNICATIONS ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 11 September 2023 - 10 October 2023
Job Opening number : 23-TEL-RSCE-216573-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 Director 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 Business Relationship Management Unit.

Responsibilities

Within delegated authority, the Telecommunications Assistant will be responsible for the following duties:

- Provides support on analyzing and evaluating the current business processes, anticipating requirements, uncovering areas for improvement by gathering, validating, and documenting business requirements as well as creating initiatives depending on the business's requirements and needs by presenting ideas and findings in meetings.
- Supervises assigned personnel in the Unit and coordinates their activities to ensure that all tasks are completed accurately and in a timely manner.
- Ensures that guidelines for Business Relationship Management Control, Procedures and Accountability are fully complied with as described in the various Administrative and or Information Circulars sent to all staff members by the Administration.
- Coordinates with the Information Systems Unit in order to improve/automate the handling of the Business Relationship Management matters.
- Report on critical issues, bottlenecks and potential problems for timely action to achieve results.
- Calculates and compiles cost estimates and projected budget requirements and assists in preparation of budget and audit reports.
- Prepares and delivers statements of telephone accounts both internal and external service providers to the Finance section for appropriate action.
- Liaises with officials from service providers, UN agencies, Funds and Program staff members in connection with telephone-related matters ensuring they are in compliance with standing instructions and procedures to avoid abuse of the telephone system.
- Set up meetings with the business liaison and other key stakeholders by clearly specifying objective of the meeting and gather critical information to produce useful reports.
- Prepares business-related memoranda and facsimile correspondence in response to queries from Telephone Service Provider companies, Internet providers and staff members.
- Assesses and evaluates costs of all services received, and provides reports as required, on cost trends and variations in the billing of all services being utilised.
- Addresses complaints, anomalies, queries and clarifications on the billing procedures and structures in an efficient, effective and polite manner.
- Ensures that clear and accurate records of all telephone accounts, documentation and invoices are maintained.
- Ensures that all required documents are scanned and electronically stored before being archived.
- Assumes responsibility for the stock of all satellite and mobile phones purchased for the mission.
- Monitors the physical inventory of stocked items on a regular basis to ensure accuracy of records and location of property.
- Issues CITS equipment and enters the records in the asset control system.
- Manages and maintains a comprehensive electronic database of expendable and non-expendable CITS items using UN-DPKO enterprise system.
- Helps to drive innovation by assisting in the shaping of demand for technologies that increase business/mission value, effectiveness and efficiencies.
- Performs other duties as assigned.

Competencies

Professionalism:

Knowledge of relevant programming language(s) and basic programming skills. Good technical skills, ability to participate in development and maintenance of applications, provide user support. Ability to respond to changing requirements and assignments, ability to apply good judgment in the context of assignments given. 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

Communication:

Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Teamwork:

Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Education

High school diploma or equivalent is required.

Job Specific Qualifications

Business Relationship Management (BRM) Foundation Certification or similar certification is desirable.

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Work Experience

A minimum of seven (7) years of progressively responsible work experience in telecommunications networks or related area is required. The minimum years of relevant experience is reduced to five (5) for candidates who possess a first level degree or higher.

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

Experience working in a shared service centre or similar setup is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the post advertised, 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 a 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.

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.

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.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

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.