



**Job Opening Reference:** RSCE/GJO/TA-BRM/002/01-2019

**Issuance Date:** 25 January 2019

**Deadline Date:** 23 February 2019

**Type of contract:** Fixed Term

**Duration:** 1 Year (further extension subject to successful performance and extension of mandate)

**Department:** RSCE

**Scheduled date for taking up appointment:** ASAP

<b>Title: Telecommunications Assistant</b>	<b>Grade: GS-5</b>	<b>Duty Station: Entebbe, Uganda</b>
<b><i>PLEASE NOTE THAT THIS IS A LOCALLY-RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA</i></b>		

**Women are strongly encouraged to apply**

- Qualified female candidates will be given priority for selection (DPKO Under-Secretary General's Policy Statement on Gender Mainstreaming).

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#### **Organizational Setting and Reporting Relationship.**

This position is located in the Business Relationship Management Unit of the Regional Field Technology Service (RFTS) in the Regional Service Centre Entebbe (RSCE) in Entebbe. RFTS (Region 2) provides support to peacekeeping and special political missions in Africa based on the principles of:

- Elimination of duplication of effort;
- Achieving economies of scale;
- Removing disparity of service across missions through standardization;
- Engaging business partners to maximize value; and
- Non-location dependency.

The Telecommunications Assistant will be supervised by the Regional Business Relationship Management Officer.

- **Main Duties and Responsibilities:**

Within delegated authority, the Telecommunications Assistant will carry out the following duties:

#### **Business Relationship Management Functions:**

Analyzes and reviews possibilities for the development of technology solutions towards improvement of business processes. Helps to drive innovation by assisting in the shaping of demand for technologies that increase business/mission value, effectiveness and efficiencies. Assists in carrying out Strengths, Weaknesses, Opportunities and Threats (SWOT), value proposition and other analyses to identify opportunities for improvements to business processes and procedures, leveraging technologies. Assists in the facilitation and management of cross functional teams to help identify challenges and needs of key stakeholders. Expertise in cross-functional technologies including the following is essential.

Performs other related duties as required.

### **Satellite Earth-station Operations:**

Assists with analytical tasks related to the Satellite equipment performance. Monitors satellite link performance. Performs fault diagnosis and repair. Maintains earth-station records and documentation. Undertakes spare parts tracking.

### **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.

### **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. Prepares and revises network diagrams and network documentation.

### **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 software and operates equipment during conferences. Provides support and training for new users of conference systems. Researches and evaluates new conference and collaboration products ensuring compatibility with current operational standards and growth for future needs.

### **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.

**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 the audience; Demonstrates openness in sharing information and keeping people informed.

**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.

**Creativity:** Actively seeks to improve programs or services; Offers new and different options to solve problems or meet client needs; Promotes and persuades others to consider new ideas; Takes calculated risks on new and unusual ideas; thinks "outside the box"; Takes an interest in new ideas and new ways of doing things; Is not bound by current thinking or traditional approaches.

### **Qualifications required to perform the assigned duties of the post.**

- **Education:** High school diploma or recognized equivalent is required. Certifications in ICT Management or Business, with certifications in ITIL, PRINCE2/PMP, BRMP, COBIT, TOGAF are highly desirable.

- **Work Experience:**  
A minimum of five (5) years progressively responsible experience within an ICT or Technology organization is required, preferably with experience in the field of Client Services, Strategic Planning, Service Management, Relationship Management.  
Experience working within an international organization or non-governmental organization - in a conflict or post-conflict setting is desirable.  
Working experience in a multicultural and/or international work environment is desirable.
- **Other Skills:**
  - Valid national driving license is desirable
  - Knowledge of Innovation Management is desirable.
  - Business Process Mapping know-how is desirable.
  - Strong Computer literacy in Microsoft O365 Applications is highly Desirable.
  - Facilitation and management of Communities of Practice using collaboration software (O365) is highly 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.

#### **ADDITIONAL IMPORTANT COMMENTS.**

1. Please note that failure to comply with the below will render your application invalid for this process.
2. All applicants must apply using a Personal History Profile generated from INSPIRA (visit <https://inspira.un.org> ) as soon as possible after the job opening has been posted and well before the deadline stated in the job opening.
3. All applications must be accompanied by the following which MUST be provided at the time of submission:
  - a. Signed Personal History Profile (PHP) as generated from INSPIRA (visit <https://inspira.un.org> to generate an account and the PHP) submitted as a PDF or JPEG attachment to the document.
  - b. Latest performance evaluation report (for internal UN Candidates).
  - c. Copy of High School Diploma.
  - d. Copies of other relevant certificates and diplomas.
4. PLEASE NOTE THAT ONLY APPLICATIONS SUBMITTED TO THE EMAIL ADDRESS: [rsce2-recruitment@un.org](mailto:rsce2-recruitment@un.org) WILL BE CONSIDERED. NO HAND-DELIVERED APPLICATIONS WILL BE ACCEPTED.
5. PLEASE ENTER THE REFERENCE OF THE JOB OPENING IN THE SUBJECT LINE OF YOUR E-MAIL.
6. Evaluation of qualified candidates will include an assessment exercise which may be followed by competency-based interview.
7. Each applicant must bear in mind that submission of incomplete or inaccurate applications will render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted based on the information submitted. Applications cannot be amended following submission.
8. This position is funded for an initial period of one (1) year and may be subject to extension. The position is OPEN TO NATIONALS OF UGANDA AND/OR LEGAL RESIDENTS OF UGANDA ONLY.
9. PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FURTHER.

