
JOB POSTING DETAILS

Posting Title:	Telecommunications Assistant, GL-5
Job Code Title:	Telecommunications Assistant
Opening Number:	OSESGY-2021-NJO-010
Department/Office:	Office of the Special Envoy of the Secretary-General for Yemen
Location:	Aden, Yemen
Type of Contract:	Temporary
Duration of Contract:	Through 31 December 2022
Posting period:	14 – 21 December 2021

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

Special Notice:

The Office of the Special Envoy of the Secretary General for Yemen invites all interested and qualified candidates to apply for the announced position. All interested candidates should submit their applications (Personal History Profile – P11) to the Recruitment Unit via email OSESGYrecruitment@un.org.

Org. Setting and Reporting:

This position is located in the Field Technology Unit in the Office of the Special Envoy of the Secretary-General to Yemen (OSESG-Yemen) in Aden. The Telecommunications Assistant will report to the Chief, Field Technology Unit.

Responsibilities:

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

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.
- 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: Knowledge of telecommunication equipment, principles of operations, including local area networks, radio systems, video-conferencing systems, voice and messaging systems, and principles of analog and digital transmission; Knowledge of synchronous and asynchronous data interface standards and protocols; Ability to apply knowledge and technical skills to install and test relevant equipment, provide maintenance services and 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. 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.

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.

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.

Education:

High school diploma or equivalent is required. Additional technical or vocational training in telecommunications or other related field is required.

Work Experience:

A minimum of five (5) years of progressively responsible work experience in telecommunications or related area.

Languages:

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English and Arabic (both oral and written) is required.

Assessment Method:

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

United Nations Considerations:

The United Nations shall place 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. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.

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.