



JOB OPENING

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| Functional Title & Level: | Telecommunications Assistant (GS-4) |
| Duty Station: | Multiple |
| Posting Period: | 24-30 August 2017 |
| Job Opening Number: | MINUJUSTH-GJO-2017-006 |

Special Notice

The purpose of this job opening is to generate a roster of qualified and available candidates to fill anticipated job openings for the **Telecommunications Assistant (GS-4)** positions. The entire assessment process takes approximately two months; candidates who are successful in the assessment process will be placed on the roster and will be notified accordingly. Candidates who are not successful during the assessment will not be placed on the roster. They will be notified at a later stage. Placement on the roster does not guarantee selection. Start date of these positions is subject to the availability of funding source.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply. 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.

All interested candidates should submit their Personal History Profile (PHP) and copies of their educational diploma/certificates and employment records via email at minujsth-recruitment@un.org. Blank PHP and supplementary sheets are available at the MINUSTAH Bulletin Board and at the MINUSTAH website <https://minustah.unmissions.org/offres-demploi>.

Important: Functional title and job opening number MUST be indicated in the subject of your e-mail application in order to be considered for review.

Organizational Setting and Reporting

These positions are located in United Nations Mission for Justice Support in Haiti, (MINUJUSTH). The **Telecommunications Assistant (GS-4)** typically reports to the Chief of Section or, Chief of Unit, though this may vary depending on the mission structure and location of these post.

Responsibilities:

These duties are generic and may vary depending on the specific position location.

Billing:

- Assists in processing the recovery of all telephone invoices that are due for mission-related business and recovery of costs for private use;
- Reports to the Unit Supervisor on all pending and processed invoice transactions;
- Liaises with Finance Section on telephone charges to be recovered from staff and timely payment of provider's invoices;
- Liaises with officials from the Services Providers, UN agencies and funds and staff members in connection with telephone related matters ensuring they are in compliance with standing instructions and procedures to avoid abuse of telephone system;
- Assists in preparation of business-related memoranda and facsimile correspondence in respond to queries from Telephone Service Providers companies, Internet providers and staff members;
- Maintains comprehensive filing system of invoices, statements and correspondence for all telephone systems, including issue and return vouchers for mobile and satellite SIM cards.
- Performs any other related duties as required.

Assets Management:

- Assists in the receiving, inspecting and verification of all incoming ICT assets and supplies; issues CITS equipment and enter the records in the asset control system ;
- Assists in preparation of the scheduling of deliveries of equipment to users and coordinates returns of CITS equipment to the warehouse;
- Maintains and controls proper records for all expendable and non-expendable CITS assets using the organization's enterprise asset management systems, such as Galileo;
- Updates and administers asset databases, tracking life cycle of all assets;
- Monitors the physical inventory of stocked items on a regular basis to ensure accuracy of records, and location of property.
- Performs any other duties as required.

Communications Centre Support:

- Processes of all incoming and outgoing Code Cables and facsimiles in a timely and efficient manner; observes and monitors the reliability of the communications equipment facilities;
- Assists in the maintenance of a proper filing system of all outgoing and incoming daily correspondences either by hard copy filing method or by electronic means;
- Assists in identifying files for archiving and performing same using the appropriate electronic archiving system;
- Opens and closes new logging sheets for the proper recording of new outgoing and incoming messages that will facilitate the preparation of statistics chart;
- Provides first echelon maintenance to the equipment use by the facility;
- Respects and observes the confidentiality of any or all of the documents that flow through the Communications Centre.
- Performs other related duties as required.

Operations Support:

- Performs related administrative duties, as required, such as drafts routine correspondence, and assists with the coordination of the travel programme;
- Monitors accounts and payment to vendors and individual contractors for services;
- Assists with the coordination of physical space planning;
- Assists with the administrative arrangements for seminars, conferences and meetings;
- Assists with the coordination of translation/interpretation services for the section/unit
- Monitors status of expenditures and allotments, records variations, updates budget tables; consolidates data received and provides support to higher-level staff with respect to budget reviews;

- Prepares, processes and follows-up on administrative arrangements and forms related to the official travel of staff;
- Maintains files of rules, regulations, administrative instructions and other related documentation; maintains up-to-date work unit files (both paper and electronic); coordinates extensively with service units and liaises frequently with internal team members both at Headquarters and in field missions.
- Performs other duties as required.

Other duties and responsibilities:

- Ensures that all the required spare parts and supplies are in place so as to minimize downtime of ICT equipment;
- Assists with the regularly scheduled and preventative and corrective maintenance on ICT equipment;
- Coordinates with the asset management unit regarding the upkeep of proper inventory records;
- Assists and organizes the receiving/inspection of new equipment;
- Assists in formulating technical training curriculum and the conduct of in-house training programs for national staff and others within the unit.

Competencies

- **Professionalism:** Shows pride in work and 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.
- **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.
- **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

At least three (03) years of working experience in providing ICT operational support services related to assets, telephone billing, communications center, and/or ICT operations support.

Languages

English and French are the working languages of the United Nations Secretariat. Fluency in English or French, (both oral and written) is required; Working knowledge of other language is desirable.

Assessment

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