



JOB OPENING

Functional Title & Level:	Telecommunications Assistant (GS-6)
Org. Unit:	Communications and Information Technology Section
Duty Station:	Port-au-Prince
Posting Period:	19-25 September 2017
Job Opening Number:	MINUJUSTH-GJO-2017-048

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-6)** positions. Candidates who are successful in the assessment process will be placed on the roster. The selected candidate will be **EXPECTED TO COMMENCE WORK ON 16 OCTOBER 2017**. 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.

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 ONLY their Personal History Profile (PHP) 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-6)** 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:

- Manages the Telephone Billing Unit based on the guidelines in UNHQ SOP for the Communications and Information Systems Section/Unit.
- 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 Telephone 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 telephone data bases.
- Oversees issues/return/handover of SIM cards for all service providers (Mobile phone companies and satellite based telephone companies) and ensures that inventory records are accurately maintained.
- Prepares recurring reports on telephone accounts, noting problems resulting from excess expenditure.
- 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.
- 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 utilized.
- 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.
- Follows up on outstanding payments and recovery of charges.
- Maintains electronic records of all expenditures for commercial communications of the Mission, and provide 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.
- 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 Galileo.
- Performs other duties as assigned.

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.

Work Experience

At least seven (07) years of experience in telecommunications network is required.

Languages

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

Assessment

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