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## MISSION IN COLOMBIA JOB OPENING

### Internal / External

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<b>Job Title &amp; Level:</b>	<b>TELECOMMUNICATIONS ASSISTANT, GS-5</b>
<b>Department/Office:</b>	<b>UN MISSION IN COLOMBIA/Headquarters</b>
<b>Location:</b>	<b>BOGOTA, COLOMBIA</b>
<b>Posting Period:</b>	<b>10 days (from 1 to 11 March 2017)</b>
<b>Job Opening Number:</b>	<b>MC-NJO-2017-001</b>

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UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY

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The Human Resources Section invites all interested and qualified candidates to apply for the announced position. All interested candidates should submit their applications (Personal History Profile - P11) and copies of their educational certificates to the Recruitment Unit via email: [MCrecruitment@un.org](mailto:MCrecruitment@un.org).

Please include also the job opening number of the above position in your e-mail application. Acknowledgment will be sent to short listed candidates only.

The applications that do not refer in the subject the job Opening number, as well as those that do not come in format P11 will not be consider.

Recruitment of this position is subject to funding and Mission Mandate approval.

### **Organizational Setting and Reporting:**

The position is located in the United Nations Mission in Colombia based in Bogota. The Telecommunications Assistant will report to the Chief of Unit.

### **Responsibilities**

Under the direct supervision of the Telecommunications Technician and Administrative Officer and the overall supervision of the Chief, Communications & I.T. Section (CICTS), the incumbent will perform the following duties:

- Acts as a focal point for ICT issues and provides first line support to all clients.

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.

- Provides remote operations, 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.

#### 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.

#### 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 in various locations 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.

#### Radio Communications System Installation and Maintenance:

- Installs, configures and tests VHF/HF radio communications hardware/software using available radio communication infrastructure.
- Provides support and training for new users of radio communications equipment and systems.
- Researches and evaluates new products ensuring compatibility with current operational standards and growth for future needs.
- Maintains accurate and up-to-date inventory of all ICT equipment and expandable items issued to UNMC.

- Coordinate and execute inventory checks initiated by UNMC HQ in cooperation with CITS and PMU.
- Plans and conducts visits to Regional bases and ZVTN/PTN
- Conducts ad-hoc visits to the outstations as required/requested by CCITS.

Other responsibilities:

- Regularly advises CCITS of requirements and initiatives regarding the smooth operation of UNMC Regional and ZVTN/PTN for all ICT related issues.
- Provide hands on training to Military Staff. Prepares user guides and documents on operational procedures.
- Any other duties as requested by the Chief of Communications and Information Technology Services, Chief Communications Officer or direct supervisor.

## **Competencies**

**Professionalism:** Knowledge of telecommunication equipment, principles of operations, including local area networks, satellites, radio and video surveillance systems, voice and messaging systems. Knowledge of satellite earth station technology, and principles of analog and digital transmission. Knowledge of synchronous and asynchronous data interface standards and protocols. Knowledge of satellite modem, CSU/DSU, and digital line driver operation. Ability to apply knowledge and technical skills to install and test relevant equipment, provide maintenance services and user support. Ability to assist with analog and digital transmission facility testing and trouble-shooting. 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.

**Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

**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.

**Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

### **Education**

High school diploma (or equivalent). Diplomas or certificates in Telecommunications, Electrical Engineering and Computer Engineering are desirable.

### **Experience**

At least five (05) years of experience in the ICT field with a minimum of three (03) years of experience with the installation and maintenance of VHF/HF Radio networks; working knowledge and experience in supporting Microwave and Satellite systems. Working knowledge and minimum of three (03) years of experience in maintaining and troubleshooting small to medium size IP networks and networked devices (switches, hubs, printers, etc.) Experience in setting up telephony system and programming handheld radios or telecom appliances. Experience in maintaining cellular telephony and satellite-based equipment. Experience in working in the service department as a help desk attendant is an asset.

## **Languages**

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

## **Other Skills**

Valid national driving license is required; ITIL training is an asset; ability to do technical reporting is desirable. Ability to lift up to 23kg, climb ladders and work at heights or on towers is desirable.

## **Assessment Method**

Short-listed applicants may be evaluated through a competency-based interview and/or other assessment methods.

## **United Nations Considerations**

Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for international human rights and humanitarian law. Candidates may be subject to screening against these standards, including but not limited to whether they have committed or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law. 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.