



## TRUCE SUPERVISION ORGANIZATION

## TEMPORARY JOB OPENING – INTERNAL / EXTERNAL

JOB OPENING NUMBER:	17/021
DEADLINE FOR APPLICATION:	23 June 2017
DATE OF ISSUANCE:	16 June 2017
POST TITLE:	I.T. Maintenance Worker/Help Desk Support
POST LEVEL:	GS-3
POST NUMBERS:	30912465
SECTION:	Info. & Coms. Tech. Section
DUTY STATION:	Jerusalem
Duration:	31 December 2017

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

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The Temporary Job Opening is through 31 December 2017 with no possibility of further extension.

### Responsibilities

Under the overall direction of the Chief Communications and Information Technology Officer, and the direct supervision of the Service Support Manager, the incumbent will be responsible but not limited to the following duties:

- Acts as focal point for receipt and processing of user requests.
- Provides basic technical support on ICT hardware and software systems applications.
- Installs IT application software and hardware according to specifications.
- Installs, configures and setup audio and video conference equipment.
- Installs supports and troubleshoot telephony equipment. (including IP telephony)
- Monitors the performance of the LAN, WAN, lease line circuits and Internet.
- Assist with the maintenance of the LAN network, including structured cabling installations.
- Installs and maintains office equipment including UPS, printers and multifunction devices.
- Records, documents and prepares technical reports.
- Any other duties as requested by Chief Communications and Information Technology, or direct supervisor.

### Competencies

**Professionalism:** Thorough knowledge of telecommunication and Information Technology equipment and principles of operations. Basic knowledge of principles and operation of computer networks including LAN/WAN and messaging systems. Ability to apply knowledge and technical skills to install and maintain relevant equipment. Provide efficient and courteous client support. 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. **Technological Awareness** – Keeps abreast of available technology; understands applicability and limitation of technology; actively seeks to apply technology to appropriate tasks. **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. **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. **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. Training in Telecommunications or Computer Engineering or equivalent is highly desirable.

### **Work Experience**

At least two (2) years of experience in the Telecommunications/ICT field; with a minimum of one (1) year of experience working in Help Desk or ICT Support Services.

### **Languages**

Fluency in spoken and written English is required; working knowledge of spoken and written Arabic & Hebrew is an advantage.

### **Other Skills**

Experience with managing ICT assets is desirable. ITIL foundation training is an asset. Valid national driving license is an advantage.

### **Assessment Method**

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

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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. 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.

**SPECIAL NOTE: QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY**

**THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.**

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**\*APPLICATIONS RECEIVED AFTER THE DEADLINE WILL NOT BE ACCEPTED\***

### **How to Apply to United Nations Truce Supervision Organization (UNTSO) vacancies:**

All applicants are strongly encouraged to apply online.

When you visit the UNTSO Website, <http://untso.unmissions.org>, go to the UNTSO Job Vacancies page where all available vacancies will be listed in the webpage.

1. To start the application process, applicants must download a [Personal History "P.11"](#) form. **Note:** Any other form of application will not be accepted.
2. Once the download is finished, complete and save your Personal History Form and then e-mail a signed copy to the following e-mail address: [untso\\_staffing@un.org](mailto:untso_staffing@un.org).
3. In completing the P.11 form, please note that all fields must be completed accurately to the best of your knowledge. Additionally, you are encouraged to fill all of the fields to best convey your personal ambitions.
4. Your application will be screened and evaluated against the requirements as specified in the particular vacancy and your name may be put forward for that specific announcement only.
5. In view of the high volume of applications received, only those applicants who are included in the roster will be notified.

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### **At your interview**

The United Nations' greatest asset is the quality of its staff. To ensure that the very best people join the UN team we use a [competency based interview](#) process. Competency based interviews are also called "behavioral interviews" or "criterion based interviews." Such interviews are based on the concept that past behavior and experience is the best indicator of future performance. In other words, your history tells a story about you: your talents, skills, abilities, knowledge and actual experience in handling a variety of situations.

For more information on competency based interviews, click [here](#).

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**Applications should be addressed to: Chief Human Resources Officer  
Email: [untso\\_staffing@un.org](mailto:untso_staffing@un.org)**