

**TRUCE SUPERVISION ORGANIZATION****TEMPORARY JOB OPENING – INTERNAL/EXTERNAL**

VACANCY NUMBER:	21/012
DEADLINE FOR APPLICATION:	15 July 2021
DATE OF ISSUANCE:	9 July 2021
POST TITLE:	Telecommunication Technician
POST LEVEL:	G-6
POST NUMBERS:	30907872
SECTION:	Field Technology Section
DUTY STATION:	Tiberias

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

QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY**Special Notice**

The temporary position is intended to fill the functions for a short-term duration of three months with a possibility of extension subject to the availability of the position. Recruitment for this position is done on a local basis, whether or not the candidate is a resident of the duty station. Candidates should have no expectation of any fixed-term appointment possibility after the end of this temporary assignment. Subsequent to the initial temporary appointment, new and successive temporary appointments may be granted for service in the same office or in a different office any number of times, for any duration, provided that the length of service does not exceed the period of 364 calendar days.

Responsibilities

Under the supervision and general guidance of a Section/Unit chief and within delegated authority, the Telecommunication Technician will be responsible for the following duties:

Wide Area Network Operations

- Installs, configures, and assists in testing and commissioning of various UN Wide Area Network (WAN) systems and associated equipment.
- Provides hardware and software troubleshooting support to OAHs and Peacekeeping missions, seeking technical advice and support from the WAN staff as required.
- Assists in large projects implementation such as analyzing user requests, preparing system engineering diagrams, and network documentation, and assist in testing of cables and equipment installed by vendors.
- Monitors and tests the overall WAN daily operations at local and remote network nodes, including transmission quality, and affects corrections as required.
- Prepares monthly reports on the WAN performance, including detailed reports of leased facility outages for outage rebate purposes.
- Conducts on-going analysis of equipment to ensure proper operation and to determine if modifications are necessary.
- Maintains equipment inventory to ensure that operational needs of the WAN are met
- Performs other related duties as required.

Local Area Network Operations (LAN)

- Performs technical support activities, including firmware upgrades, and module level repair of multi-layer switches, routers, remote access servers, content switches and Ethernet hubs.
- Installs, configures, and maintains multi-protocol routers, multi-layer switches, Ethernet hubs and other LAN equipment.
- Monitors the performance of the LAN, MAN (Metropolitan Area Network) and high-speed Internet access facilities.
- Coordinates and facilitates the implementation of ad-hoc LAN support requirements for departmental focal points.
- Provides remote operations and maintenance service and technical support for access routers on the Wide

Area Network.

- Maintains LAN and MAN equipment inventory and track repair history of Local Area Network equipment and modules.
- Prepares system engineering plans, generates and revises network diagrams and network documentation.
- Performs other related duties as required.

Voice and Messaging Operation

- Installs and assists in testing and commissioning various telecommunications equipment.
- Monitors and tests the daily electronic operations of UN telecommunications equipment, including the quality of transmission facilities and affect corrections as required.
- Conducts on-going analysis of equipment to ensure proper operation and to determine if modifications are necessary.
- Maintains equipment inventory to ensure that operational needs of field and local offices are met.
- Gathers statistical data on equipment and communications to determine their efficiency and methods for their improvement.
- Receives, tests, and installs telecommunications hardware and software.
- Provides hardware and software troubleshooting support to various office locations, seeking technical advice and support from telecom/info technology staff as required.
- Performs maintenance and minor repairs on hardware equipment.
- Produces monthly activity reports; assists in large projects when services are to be provided in new locations such as analyzing user requests, preparing wiring layouts and wiring termination details, supervising, and testing cable plants and equipment installed by vendors.
- Programs hardware and software parameters of telecommunication equipment.
- Gathers and analyzes statistical data on operational performance of telecommunication equipment.
- Prepares engineering drawings such as schematic drawings, system layouts, terminations details, wiring diagrams, etc.
- Provides assistance in workflow analysis of existing procedures and drafting of new workflow to change operating environment or optimize operation.
- Performs other related duties as required.

Audio/Visual Conference Services

- Installs and assists in testing and commissioning various videoconference equipment.
- Monitors and tests the daily electronic operations of UN videoconference equipment, including the quality of transmission facilities and affect corrections as required.
- Conducts on-going analysis of videoconference equipment to ensure proper operation and to determine if modifications are necessary.
- Receives, tests, and installs technology and videoconference hardware and software.
- Performs maintenance and minor repairs on videoconference equipment.
- Programs hardware and software parameters of videoconference equipment.
- Gathers and analyzes statistical data on operational performance of videoconference equipment.
- Performs other related duties as required.

Radio Communications and Video Surveillance System Installation and Maintenance

- Installs and assists in testing and commissioning various radio communications and video surveillance equipment.
- Monitors and tests the daily electronic operations of UN radio communications and video surveillance equipment, including the quality of transmission facilities and affect corrections as required.
- Conducts on-going analysis of radio communications and video surveillance equipment to ensure proper operation and to determine if modifications are necessary.
- Receives, tests, and installs technology and radio communications and video surveillance hardware and software.
- Performs maintenance and minor repairs on radio communications and video surveillance equipment.
- Programs hardware and software parameters of radio communications and video surveillance equipment.
- Gathers and analyzes statistical data on operational performance of radio communications and video surveillance equipment.
- Performs other related duties as required.

Work implies frequent interaction with the following:

Chief Communications officers in Peacekeeping operations

Technical staff and managers in user offices

Security and Safety personnel

Sales and technical personnel of hardware/software vendors and contractors

Results Expected:

Provides effective telecommunication support - properly installed, well maintained and monitored equipment and good interaction with IT staff and users.

Competencies

Professionalism – Knowledge of practices and procedures of large volume transportation operations in the field. Knowledge of regulations and requirements designed to ensure the safety of Ground Transportation Vehicles. Ability to estimate the extent of damage or value of items lost in transit and to prepare claims documents and negotiate adjustments with representatives of insurance agencies or others involved in losses or damages. Ability to conduct research, evaluate and integrate information from a variety of sources, to assess impact on transport operations. 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.

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.

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. Must have passed the United Nations Administrative Support Assessment Test (ASAT) at Headquarters or an equivalent locally-administered test at Offices Away.

Work Experience

At least seven (07) years of progressively responsible experience in Telecommunications or related area is required.

Languages

English and French are the working languages of the United Nations Secretariat. For this position, fluency in English (both oral and written) is required. Knowledge of another official United Nations language is an advantage.

Other Skills

(To be determined and specified by Programme Manager, as required or desirable, at the time of building a specific vacancy announcement. Qualifications listed in this part should be of a technical nature and not related to education, experience and language as indicated above.)

Assessment Method

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

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- **APPLICATIONS RECEIVED AFTER THE DEADLINE WILL NOT BE ACCEPTED**
 - **ONLY APPLICATIONS SUBMITTED ONLINE WILL BE CONSIDERED**
 - **ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FOR FURTHER ASSESSMENT**
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How to Apply to United Nations Truce Supervision Organization (UNTSO) vacancies:

The UNTSO Jobs page, <https://untso.unmissions.org/untso-jobs>, will include all Job Openings.

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 (P.11) and then e-mail it to the following e-mail address: 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.
4. Submit a written cover-page application in addition to your completed and signed P.11 form.
5. Indicate the JO number on the subject heading in your email application. Applications that do not comply to this standard will not be validated.
6. 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.
7. In view of the high volume of applications received, only those applicants who move forward in the process, will be contacted for further assessment. Those who are successful/not successful in the assessment will be notified.
8. For **internal candidates**: Ensure that your application is scanned to untso_staffing@un.org from your personal or UN email account and include the JO number on the subject heading with a return receipt request. Applications that do not comply to this standard will not be validated.
9. For **internal candidates and UN staff from agencies**: Attach your latest two Performance Reports.
10. For **external candidates**: Attach your latest two performance appraisal reports if applicable.

United Nations Considerations

At the United Nations, the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

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 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.

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 "behavioural interviews" or "criterion-based interviews." Such interviews are based on the concept that past behaviour 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.

More information on competency-based interviews at <https://careers.un.org>

Applications should be addressed to: Chief Human Resources Officer, UNTSO
Email: untso_staffing@un.org
