



United Nations Assistance Mission for Afghanistan (UNAMA)
INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT

Vacancy No.	15/04/2019
Post Title	Telecommunications Assistant
Level	GL-5 (Temporary till 31 December 2019)
Organizational Unit	Field Technology Section
Location	Kabul HQ
Number of posts	01
Issuing Date	14/04/2019
Closing Date	20/04/2019

Important note: UNAMA will only accept properly completed and signed Personal History Form (P.11) received before closing date. **CVs or Resumes** will not be considered nor will late submissions after closing date.

DUTIES AND RESPONSIBILITIES

The incumbent will perform the following responsibilities:

Satellite Earth-station Operations:

- Assists in the operation and maintenance of Intelsat Standard satellite earth-station equipment, inclusive of the antenna system, RF equipment, IF equipment, base-band equipment, and the control, supervisory and test facilities.
- Monitors satellite link performance.
- Performs fault diagnosis and repair.
- Maintains earth-station records and documentation.
- Undertakes spare parts tracking.
- Performs other related duties as required.

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.
- Performs other related duties as required.

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 with departmental focal points.
- Provides remote operations and 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.

- Performs other related duties as required.

Voice and Messaging Operation:

- Analyzes and reviews requests for telephone services; advises UN officials and or facilities staff, e.g., architects, electricians, movers) in preparing requests for services to ensure they are cost-effective and physically feasible.
- Formulates technical service orders and follows up on pending work orders, requisitions, trouble reports, etc., to ensure work is completed in a timely fashion.
- Decides on type of equipment/services needed.
- Maintains liaison with outside contractor telecommunications representatives with regard to any change, correction or discrepancy on the above and other technical information on procedures; oversees installations, monitors quality and quantity of work performed by contractors and compiles and prepares statistics on same.
- Drafts and prepares blueprints showing equipment locations for telephone technicians and facilities management staff.
- Assists in the design and development of work order databases and maintains the databases using advanced computer technology.
- Performs other related duties as required.

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 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.

Telephone Billing Services:

- 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 provides 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.
- Performs other related duties as required.

QUALIFICATIONS AND EXPERIENCE

Education: High School Diploma or equivalent is required. Additional technical or vocational training in telecommunications or other related field is required

Work Experience: A minimum of four (4) years of progressively responsible working experience in telecommunications or related areas are required.

Languages: Fluency in English and Pashtoo or Dari languages are required.

Special Measure: The minimum work experience for GL-5 with a High School Certificate is reduced to 4 years, instead of the standard minimum requirement work experience of 5 years. The special measure approved by the Office of Human Resources Management (OHRM)-UNHQ, is further extended until 31 May 2019 reduces the minimum required years of relevant work experience for filling positions for UNAMA General Service and

National Professional Officer positions. The special measure is applicable to all applicants.

UN CORE VALUES AND COMPETENCIES

Professionalism: Shows persistence when faced with difficult problems or challenges. 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.

Integrity: Demonstrates the values of the United Nations in daily activities and behaviours; acts without consideration of personal gain; resists undue political pressure in decision-making; does not abuse power or authority; stands by decisions that are in the Organization's interest, even if they are unpopular; takes prompt action in cases of unprofessional or unethical behavior.

Respect for Diversity: Works effectively with people from all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making; examines own biases and behaviors to avoid stereotypical responses; does not discriminate against any individual or group.

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 & 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.

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.

APPLICATIONS

- **Applicants are reminded that the United Nations cannot appoint a person who is the father, mother, son, daughter, brother or sister of a staff member. For this reason, applicants are required to disclose at the time of their application, whether they bear any of the above relationships to a staff member of UNAMA or any other UN entity which is part of the Secretariat. In addition, selected candidates would be required to complete a family declaration form prior to assuming their duties with the Mission. Failure to disclose any of the above relationships constitutes a material omission, that could lead to termination or dismissal from the United Nations.**
- Applicants must accurately complete, sign and date the United Nations Personal History form (P.11) and forward the duly completed signed P.11 copy by e-mail to: unamava_support@un.org
- **Required documents: Serving UN staff members: The two most recent e-Performance Evaluation Reports must be submitted with the application.**

- **For External applicants:** Two most recent performance evaluation reports or if not available, two reference letters. If the applications received do not contain the latest two performance evaluation reports candidates must provide a short explanation as to why they are not available.
- **Applicants should indicate VA Number as VA#15/04/2019 in the email subject line when submitting duly completed and signed P.11 Form. UNAMA will not consider any applications received without VA Number in the email subject line and after the closing date of the VA. Incomplete P.11 will not be accepted.**
- Please note that any information provided on the P.11 form will be considered binding.
- **The selected candidates will be subject to a reference checks process to verify the information provided in the P.11 form.**
- Only applicants who are short-listed will receive an acknowledgement within two weeks from the deadline indicated on the VA.

Qualified female candidates are highly encouraged to apply

The necessity for ensuring the highest standards of efficiency, competence and integrity remain the paramount considerations in the employment of personnel. To ensure fairness and transparency, selection will be made on a competitive basis through a selection panel.