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## UNITED NATIONS MISSION IN COLOMBIA JOB OPENING

### Internal / External

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<b>Job Title &amp; Level:</b>	<b>TELECOMMUNICATIONS TECHNICIAN, GL-5</b>
<b>Department/Office:</b>	<b>UN VERIFICATION MISSION IN COLOMBIA</b>
<b>Location:</b>	<b>BOGOTA, COLOMBIA</b>
<b>Posting Period:</b>	<b>22 October – 06 November 2017</b>
<b>Job Opening Number:</b>	<b>MC-NJO-2017-045</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 form, which can be found at <https://colombia.unmissions.org/empleo> **No CVs will be accepted**) at the following e-mail address: [mcrecruitment@un.org](mailto:mcrecruitment@un.org)

**Please do not submit any additional certificates/diplomas, employment letters and other documents at this stage of the application process, only the P11 form is sufficient.**

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

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

This position is located in the Communications and Information Technology Section at the United Nations Verification Mission in Colombia. Incumbent will report to a Telecommunications Officer or, the Chief of Communications and Information Technology Section.

#### **Responsibilities:**

Within delegated authority, the Telecommunications Technician will be responsible for the following duties:

##### Satellite Earth-station Operations

- Assists in 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.

##### 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 at Headquarters, the Offices Away from

Headquarters, and/or Missions.

- 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.

#### 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.

#### Voice and Messaging Operation

- Analyzes and reviews requests for telephone services; advise 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 action.
- 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.

#### 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 throughout headquarters 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 and Video Surveillance System Installation and Maintenance

- Installation and test of various telecommunications systems and networks to include Local-, Metro- and Wide Area Networks
- Installs, configures and tests radio communications (VHF/HF) and video surveillance hardware/software using available radio communication and video surveillance infrastructure.

- Assists in meetings' preparation by preparing and configuring conference hardware in various locations throughout Mission Locations and operates equipment during conferences.
- Provides support and training for new users of radio communications and video surveillance equipment and systems.
- Researches and evaluates new conference products ensuring compatibility with current operational standards and growth for future needs.

#### Physical Requirements

- May be required to work on shift assignments on weekdays to maintain the service coverage from 08:00 to 18:00. Occasionally, on average once a month, the incumbent may be required to work ad-hoc assignments during evenings or early mornings of working days as well as holidays and weekends.
- May be required to work on different locations according to the mission needs.
- Performs other related duties as required.

#### **Competencies:**

- **PROFESSIONALISM:** Knowledge of procurement policies, processes and procedures generally and, in particular, those related to the purchase of supplies and services. Knowledge of financial rules and regulations and ability to research and gather information from a variety of standard sources and to apply good judgment in the context of assignments given. 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. **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.

#### **Qualifications:**

**Education:** High school diploma or equivalent is required. Diplomas or certificates in Electronic Engineering, Telecommunications are desirable.

**Work Experience:** At least five (5) years of experience in Telecommunications or related area. Experience in maintaining cellular telephony and satellite-based equipment is desirable. 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 oral and written English and Spanish is required.

#### **United Nations Considerations**

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.

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**No Fee**

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