
JOB POSTING DETAILS

Posting Title:	Telecommunications Assistant, GL-6
Job Code Title:	Telecommunications Assistant
Opening Number:	UNMHA-2021-NJO-011
Department/Office:	United Nations Mission to Support the Hudaydah Agreement (UNMHA)
Location:	Hudaydah, Yemen
Type of Contract:	Fixed Term Appointment
Duration of Contract:	One year
Posting period:	17 February – 3 March 2021

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

Special Notice:

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

Org. Setting and Reporting:

This position is located in the Field Technology Section in the Office of the United Nations Mission to Support the Hudaydah Agreement (UNMHA). The incumbent will be based in Hudaydah, Yemen, and will report to the Chief, Field Technology Section and Hudaydah Regional Admin Officer.

Responsibilities:

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

- Manages the Telephone Billing Unit based on the guidelines in UNHQ SOP for the Communications and Information System Section/Unit;

- Supervises assigned personnel in the Unit and coordinates their activities to ensure that all tasks are completed accurately and in a timely Manner;
- Ensures that guidelines for Telephone Control, Procedure and Accountability are fully complied with as described in the various Administrative and or Information circulars sent to all staff members by the Administration;
- Coordinates with the Information Systems Unit in order to improve/automate the handling of the telephone data bases;
- Oversees issues/return/handover of SIM cards for all service providers (Mobile phone companies and satellite based telephone companies) and ensures that inventory records are accurately maintained;
- Prepares recurring reports on telephone accounts, noting problems resulting from excess expenditure;
- Calculates and compile cost estimates and projected budget requirements and assists in preparation of budget and audit reports;
- Prepare and delivers statements of telephone accounts both internal and external service providers to the Finance section for appropriate action;
- Liaises with officials from service providers, UN agencies, Funds and Program staff members in connection with telephone-related matters ensuring they are in compliance with standing instructions and procedures to avoid abuse of the telephone system;
- Prepares business-related memoranda and facsimile correspondence in response to queries from Telephone Service Provider companies, Internet providers and staff members;
- Assesses and evaluates costs of all services received, and provides reports as required, on cost trends and variations in the billing of all services being utilized;
- Addresses complaints, anomalies, queries and clarifications on the billing procedures and structures in an efficient, effective and polite manner;
- 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;
- Assumes responsibility for the stock of all satellite and mobile phones purchased for the mission;
- Monitors the physical inventory of stocked items on a regular basis to ensure accuracy of records and location of property;
- Issues CITS equipment and enters the records in the asset control system;
- Manages and maintains a comprehensive electronic database of expendable and non-expendable CITS items using UN-DPKO entries system Galileo;
- Performs other duties as assigned.

Competencies:

Professionalism: Knowledge of administrative, budgetary, financial and human resources policies and procedures; Ability to apply various United Nations administrative rules and regulations in work situations; Conceptual analytical and evaluative skills to conduct independent research and analysis; Ability to identify issues, formulate opinions, make conclusions and recommendations; 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; Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas 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.

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:

A High school or equivalent diploma is required.

Work Experience:

A minimum of seven (7) years of working experience in providing ICT operational support services related to assets, telephone billing, communications center, and/or ICT operations support is required.

Languages:

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

Assessment Method:

Evaluation of qualified candidates may include an assessment exercise which may be

followed by competency-based interview.

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.

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.