



**REQUEST FOR CLASSIFICATION AND RECRUITMENT  
GENERAL SERVICE AND RELATED CATEGORIES**

DATE RECEIVED: \_\_\_\_\_

OFFICERS: \_\_\_\_\_

REASON FOR CLASSIFICATION	<input type="checkbox"/> VACANCY ANNOUNCEMENT	POST ENCUMBERED BY	EX INCUMBENT
	<input type="checkbox"/> REVISION OF DUTIES	ANTICIPATED DATE OF VACANCY	DURATION OF THE POST
	<input type="checkbox"/> BUDGET APPROVAL		
	<input checked="" type="checkbox"/> OTHER (SPECIFY):		

  

IDENTIFICATION OF THE POST <i>(USE OFFICIAL NOMENCLATURE)</i>	POST NUMBER <b>Multiple</b>	DUTY STATION <b>Multiple</b>	CURRENT FUNCTIONAL TITLE
1. MISSION <b>Field Mission/s</b>	SECTION		
2. DIVISION/CENTRE	UNIT		
3. BRANCH/SERVICE	ST/SGB/ORGANIZATION REFERENCE	OFFICE CODE	

**SIGNATURES**

*(Attach a complete and current organization chart showing the organizational structure of the post being described before obtaining the signature of the incumbent.)*

1. SUPERVISOR <i>(Certification of correctness of job description)</i>   V WOO LSON OGM 14 AUG 2015 NAME AND TITLE DATE	3. EXECUTIVE or ADMINISTRATIVE OFFICER   G COPPAZZI 18/8/15 NAME AND TITLE DATE
2. CHIEF of SECTION/BRANCH or DIRECTOR <i>(Authorization of approval)</i>   V WOO LSON OGM 14 AUG 2015 NAME AND TITLE DATE	4. INCUMBENT <i>(This is an accurate description of my post)</i>  N/A NAME AND TITLE DATE

The signatures confirm the certification as indicated. They do not imply any decision concerning the grade level of the post.

**CLASSIFICATION NOTICE** - The classification of the post is approved as follows:

FUNCTIONAL TITLE <b>Telecommunications Assistant</b>	JOB DESCRIPTION NO. <b>JD/CP167GS</b>
OCCUPATIONAL CODE <b>2.1.05.c - Job Code 6734</b>	CLASSIFICATION LEVEL <b>GS-5</b>
COMMENTS	
CLASSIFICATION OFFICER   NAME: <b>BRUCE SHEAROUSE, HRO, ODCU/FPOS/FPD/DFS</b>	CLASSIFICATION OFFICER   NAME: <b>GRETA LEONI, HRO, ODCU/FPOS/FPD/DFS</b>
CHIEF, ORGANIZATIONAL DESIGN AND CLASSIFICATION UNIT, FPD/DFS NAME: <b>M. MIRMOMHAMMAD, CHIEF ODCU/FPOS/FPD/DFS</b>	
FOR THE DIRECTOR, FIELD PERSONNEL DIVISION/DFS   NAME: <b>CHASTE ABIMANA, CHIEF FPOS/FPD/DFS</b>	Date: <b>31/8/15</b>

1. Summary of principal functions.

These positions are located in the United Nations Field Peacekeeping Operations, Special Political Missions, Service Centres and Offices as applicable. The incumbent at this level carries out functions related to the provision of effective telecommunication support for the Mission, with regard to Satellite Earth-station Operations, Wide Area Network Operations(WAN), Local Area Network Operations (LAN), Voice and Messaging Operation, Audio/Visual Conference Services, and Telephone Billing Services.

2. Major duties and responsibilities. Describe in order of importance *what* is done and *how* it is done. Please indicate % the approximate percentage of time devoted to each function to total 100%.

**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.

15%

**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.

15%

**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.

15%

**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.

20%

**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.

15%

**Telephone Billing Services:**

20%

- 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.

3. Guidelines: Indicate the rules, regulations, manuals, procedures, precedents, instructions, policies or other guidelines - written or unwritten - which apply to the work; describe the extent to which the incumbent is permitted to *INTERPRET* or *DEVIATE* from guidelines and to propose or establish new guidelines.

**The Telecommunications Assistant makes decisions and recommendations based on the UN Operations Support Manuals, Standard Operating Procedures (SOPs), published ICT systems, policies and procedures as well as to a good understanding of business process analysis. Good knowledge of the ITIL framework for service standards, UN systems and procedures as they relate to Staff Rules and Regulations, personnel and administrative policies and procedures as well as financial rules and procedures.**

4. Consequence of Work: Indicate the kind of decisions or recommendations made and how they affect the work of the organizational unit. Describe the consequence of errors.

**Recommendations and decisions may affect the quality and properness of ICTS services provided to the Mission and region and its prime objective of daily duties.**

**Incorrect information and inconsistent processes can delay services, affect service availability and coordination between missions for ICTS services.**

**The errors on the part of Telecommunications Assistant can cause disruption, delays and costly errors in the telecommunications equipment and processes of the Service.**

5. Work Relationships: Indicate the *purpose*, *level* and *frequency* of contacts both inside and outside the organization.

TITLE AND LEVEL	PURPOSE AND FREQUENCY
Rigger (Unit Supervisor).	Provide updates/reports. Daily.
Chief Telecommunications Officer.	Provide updates/reports. Weekly.
Chief ICTS.	Provide updates/reports. When Required.
Telecommunications Engineers and IT Officers and Assistants.	Perform services. When required.
Executive and Administrative Officers and Chiefs and staff of requesting departments and offices.	Perform services. When required.

6. Responsibility for the work of others: Indicate the number, title and level of those for whose work you are responsible. Describe the nature of your responsibility, such as distribution and review of assignments, training, approval of leave, performance appraisal, etc.

NUMBER	TITLE	LEVEL	NATURE OF RESPONSIBILITY
N/A	N/A	N/A	N/A

7. Physical requirements

- (a) Describe the physical requirements of the work, such as lifting x lbs., walking, standing, sitting, etc. Describe how and when these requirements exist and how often per day, week, etc.

**Work is performed while sitting, standing and walking. No major physical effort involved.**

- (b) Describe the conditions of the work place, such as work in a machine room where extensive noise occurs, work out of doors in all weather conditions, damages or hazards present in the operation of the equipment or in the workplace.

**The incumbent will be working in normal office working conditions. S/he is not exposed to hazardous conditions.**

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**SECTION B** – To be completed by the supervisor of the post.

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1. Purpose: Describe the overall purpose, objectives, or goals of the post.

**The objective of the post is the provision of specialized assistance in the daily operations of the Mission with regard to telecommunications services.**

2. Review over work: Describe the way work is assigned (e.g. specific assignments with related instructions, or continuing responsibility, etc.) and the extent the work is reviewed (whether by the supervisor or others) while in progress or upon completion.

**The incumbent works independently and to provides regular updates to the supervisor in order to ensure a smooth workflow in the unit as well as in the Mission activities.**

3. Qualifications required to perform the assigned duties of the post

- (a) Skills/knowledge: Indicate kind of, type and length of training required for the post including skill in equipment operation.

**High school diploma or equivalent is required. Additional technical or vocational training in telecommunications or other related field is required.**

- (b) Experience: Indicate the *type* and *length* of practical experience required.

**A minimum of five (5) years of progressively responsible work experience in telecommunications or related area.**

- (c) Languages required: Identify the languages required and the nature of their use (for example, typing, correction of grammar and punctuation, informal translation).

**English and French are the working languages of the United Nations Secretariat. Fluency in English or French, (both oral and written) is required; Knowledge of the other is desirable.**

4. If the job description is to be used for requesting a review of the classification level, indicate the changes that have occurred in the duty assignment.

n/a