UNITED NATIONS ⊕ NATIONS UNIES

REQUEST FOR CLASSIFICATION AND RECRUITMENT
GENERAL SERVICE AND RELATED CATEGORIES

DATE RECEIVED: _____

OFFICERS:

REASON FOR CLASSIFI-CATION	☐ VACANCY ANNOUNCEMENT ☐ REVISION OF DUTIES ☐ BUDGET APPROVAL ☐ OTHER (SPECIFY):	POST ENCUMBERED BY	EX INCUMBENT
		ANTICIPATED DATE OF VACANCY	DURATION OF THE POST

IDENTIFICATION OF THE POST (*USE OFFICIAL NOMENCLATURE*)	POST NUMBER **Multiple**	DUTY STATION **Multiple**	CURRENT FUNCTIONAL TITLE
1. MISSION **Field Mission/s**		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 (*Certification of correctness of job description*)	3. EXECUTIVE or ADMINISTRATIVE OFFICER
VERNON WOOLFORD, OGM 12 AUG 24 NAME AND TITLE DATE	*eaiumazi* 18/8/15 NAME AND TITLE DATE
2. CHIEF of SECTION/BRANCH or DIRECTOR (*Authorization of approval*)	4. INCUMBENT (*This is an accurate description of my post*)
VERNON WOOLFORD, OGM 12 AUG 2015 NAME AND TITLE DATE	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 **Telecommunication Assistant**	JOB DESCRIPTION NO. **JD/CP169GS**
OCCUPATIONAL CODE **2.1.05.c - Job Code 6732**	CLASSIFICATION LEVEL **GS-4**

COMMENTS

CLASSIFICATION OFFICER NAME: KHADIZATUN MUKTI, HRO, ODCU/FPOS/FPD/DFS	CLASSIFICATION OFFICER NAME: BRUCE SHEAROUSE, HRO, ODCU/FPOS/FPD/DFS
CHIEF, ORGANIATIONAL DESIGN AND CLASSIFICATION UNIT, FPD/DFS NAME: MORTEZA MIRMOHAMMAD, CHIEF ODCU/FPOS/FPD/DFS	
FOR THE DIRECTOR, FIELD PERSONNEL DIVISION/DFS NAME: CHASTE ABIMANA, CHIEF FPOS/FPD/DFS	Date: 31/8/15

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 Telecommunications Assistant at this level typically reports to a Senior Telecommunication Assistant/ Technician or Officer and assists in the areas of: Billing, Assets Management, Communications Centre Support, Operations Support. A combination of functions is sometimes performed depending on mission requirements.

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

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Billing:

- Assists in processing the recovery of all telephone invoices that are due for mission-related business and recovery of costs for private use;
- Reports to the Unit Supervisor on all pending and processed invoice transactions;
- Liaises with Finance Section on telephone charges to be recovered from staff and timely payment of provider's invoices;
- Liaises with officials from the Services Providers, UN agencies and funds and staff members in connection with telephone related matters ensuring they are in compliance with standing instructions and procedures to avoid abuse of telephone system;
- Assists in preparation of business-related memoranda and facsimile correspondence in respond to queries from Telephone Service Providers companies, Internet providers and staff members;
- Maintains comprehensive filing system of invoices, statements and correspondence for all telephone systems, including issue and return vouchers for mobile and satellite SIM cards.
- Performs any other related duties as required.

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Assets Management:
- Assists in the receiving, inspecting and verification of all incoming ICT assets and supplies; issues CITS equipment and enter the records in the asset control system ;
- Assists in preparation of the scheduling of deliveries of equipment to users and coordinates returns of CITS equipment to the warehouse;
- Maintains and controls proper records for all expendable and non-expendable CITS assets using the organisation's enterprise asset management systems, such as Galileo;
- Updates and administers asset databases, tracking life cycle of all assets;
- Monitors the physical inventory of stocked items on a regular basis to ensure accuracy of records, and location of property.
- Performs any other duties as required.

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Communications Centre Support:
- Processes of all incoming and outgoing Code Cables and facsimiles in a timely and efficient manner; observes and monitors the reliability of the communications equipment facilities;
- Assists in the maintenance of a proper filing system of all outgoing and incoming daily correspondences either by hard copy filing method or by electronic means;
- Assists in identifying files for archiving and performing same using the appropriate electronic archiving system; Opens and closes new logging sheets for the proper recording of new outgoing and incoming messages that will facilitate the preparation of statistics chart;
- Provides first echelon maintenance to the equipment use by the facility;
- Respects and observes the confidentiality of any or all of the documents that flow through the Communications Centre.
- Performs other related duties as required.

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Operations Support:

- Performs related administrative duties, as required, such as drafts routine correspondence, and assists with the coordination of the travel programme;
- Monitors accounts and payment to vendors and individual contractors for services;
- Assists with the coordination of physical space planning;
- Assists with the administrative arrangements for seminars, conferences and meetings;
- Assists with the coordination of translation/interpretation services for the section/unit
- Monitors status of expenditures and allotments through IMIS, records variations, updates budget tables; consolidates data received and provides support to higher-level staff with respect to budget reviews;
- Prepares, processes and follows-up on administrative arrangements and forms related to the official travel of staff;
- Maintains files of rules, regulations, administrative instructions and other related documentation; maintains up-to-date work unit files (both paper and electronic); coordinates extensively with service units and liaises frequently with internal team members both at Headquarters and in field missions.
- Performs other duties as required.

15

Other duties and responsibilities:

- Ensures that all the required spare parts and supplies are in place so as to minimise downtime of ICT equipment;
- Assists with the regularly scheduled and preventative and corrective maintenance on ICT equipment;
- Coordinates with the asset management unit regarding the upkeep of proper inventory records;
- Assists and organises the receiving/inspection of new equipment;
- Assists in formulating technical training curriculum and the conduct of in-house training programs for national staff and others within the unit.

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3. <u>Guidelines</u>: 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.

UN Operations Support Manuals, Standard Operating Procedures (SOPs), published ICT systems.

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

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. <u>Work Relationships</u>: Indicate the *purpose*, *level* and *frequency* of contacts both inside and outside the organization.

TITLE AND LEVEL	PURPOSE AND FREQUENCY
Information Systems and Telecommunications Assistants within the same organizational unit	For collaboration of work plans and project completion Daily.
Unit Supervisors (FS-5 and above)	To receive guidance and to provide work progress. Weekly.
Clients (All Levels)	To provide service. When Required.
Vendors	For procurement research and gather new technology innovation. Weekly.

6. <u>Responsibility for the work of others</u>: 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. <u>Physical requirements</u>

(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.

1. <u>Purpose</u>: Describe the overall purpose, objectives, or goals of the post.

The provision of reliable and effective support in one or more of the telecommunications specialties (telephone billing, assets management, communications centre support or operations support), ensuring a smooth workflow in unit as well as in the mission activities.

2. <u>Review over work:</u> 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 is expected to work independently and to provide regular updates to the supervisor in order to ensure a smooth workflow in the unit as well as in the mission activities.

3. <u>Qualifications required to perform the assigned duties of the post</u>

   (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.

      At least three (03) years of working experience in providing ICT operational support services related to assets, telephone billing, communications center, and/or ICT operations support.

   (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 desireable.

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

General: Complete all sections of this document accurately in clear, concise language. If a question is not applicable, then mark n.a. Describe the work and the factors required of the <u>post</u> and not the characteristics, performance or qualifications of the incumbent. Attach additional sheets if necessary.

<u>Section A</u>

1. Summarize the major duties to give a quick overview of the post's activities.

2. <u>Duties and responsibilities</u>
Each post is responsible for generally four or five major duties or functions. These duties should be presented in order of importance with a detailed explanation of how the duty is achieved. Miscellaneous tasks which take only a small percentage of time can be grouped and listed together. Terms such as "assists", "prepares", "handles", or "participates" describe relationships but do not actually describe what is done to assist, how something is prepared or handled, or how one participates; therefore, they should be accompanied by an explanation of the "what" and "how" of the actual duties.

Keep in mind the outputs or end products (what is produced or what the work leads up to). Present facts, not appraisals or evaluations of the work. The following examples from different posts illustrate explanations of <u>how</u> the work is accomplished.

   a. Processing of communications: 30%
      (a) Types from draft in final form, in English, French and Spanish either for dispatch or for photo-offset, letters and notes with appropriate documents sent to the Unit for processing. After this, sends to the Ministries of Foreign Affairs, the Permanent Missions, Organizations and special agencies.
      (b) Proofreads carefully the letters and notes which come from the Printing Section. Retypes the salutations of the notes as well as the addresses of the letters and special agencies where necessary.

   b. Assists in arranging meetings - for Directors' Meeting, Board Meeting, ad hoc meetings: 15%
      a) Assembles, copies and distributes background papers and agenda (occasionally under own signature).
      b) Schedules conference rooms.
      c) Arranges working lunches for the Executive Director with Regional Directors.
      d) Distributes reports or minutes or meetings.

   c. Recruitment of Experts, consultants, volunteers: 10%
      1) Obtains information for completion of recruitment form transmitting draft job descriptions to recruitment service.
      2) Completes the request for P.5 to initiate recruitment action and transmit to Administrative Services.
      3) Completes Special Service Agreement, giving details of account number, travel, etc.
      4) Types submission letters of qualified candidates to Government via the Resident Representative's Office, upon receipt of nominations.
      5) Sends Letters of Welcome and Channels of Communication to experts.

3. <u>Guidelines</u>
Describe the nature of the guidelines by listing them and describe the way they must be used, for example are they followed exactly, are they readily available or must they be searched out, must selection be made from among a number of alternatives.

4. <u>Consequence of work</u>
In general, decision making is considered as a commitment to a course of action that is not subject to detailed review. To make recommendations on the other hand requires the suggestion for courses of actions and implies that the post does not have complete or final responsibility. Decisions and recommendations made often relate to the choice from among guidelines, but they may also involve decisions or recommendations on what can be done to complete the work before referring to another source. Describe these kinds of choices made. In addition describe the damage that would be caused by errors in making these choices such as loss of time of incumbent, other staff members, or equipment; expenditure of excess funds; or additional work of others.

5. <u>Work Relationships</u>
Include only those contacts which are typical and occurring during the work cycle and indicate how contact is made (personal contact, telephone contact, correspondence).

6. <u>Responsibility for the Work of Others</u>
Be explicit in describing the nature of the responsibility. General terms like "supervise" are not sufficiently descriptive.

<u>Section B</u>

1. <u>Purpose</u>
Provide a brief statement of the overall objective or purpose of the post, such as, provides secretarial support to a recruitment officer.

3. <u>Qualifications Required</u>
   (a) The kind of training refers to knowledge of general office work or specialized work (such as computer, statistics, accounting). Type of training refers to the method such training would normally be acquired, such as high school, trade school, on the job, etc.
   (b) <u>Experience</u>
   Indicate how the experience relates to the job - such as it increases efficiency by allowing faster processing or it provides more in depth familiarity with the exceptions that occur in normal operations.
   (c) <u>Languages</u>
   Please describe the way in which languages are used.