



UNITED NATIONS PEACEKEEPING FORCE IN CYPRUS  
P.O. BOX 25644, 1311 NICOSIA, CYPRUS – TEL: 357-22-614410 FAX: 357-22-614600

Mission Circular No. / 2022-0794

12 September 2022

**To:** All UNFICYP, OSASG-Cyprus and CMP Personnel

**From:** p.p. Joel Cohen   
Chief of Mission Support

**Subject:** Job Opening # 190413 – Telecommunications Assistant (G4)

1. Please find herewith the details for the following job opening:

<u>Post Title</u>	<u>Office/ Section</u>
Telecommunications Assistant	Field Technology Section

2. Candidates are required to complete their respective Administrative Profile in the Inspira Platform (internal candidates should register and log in through <https://inspira.un.org> while external candidates should register and log in through <https://careers.un.org>) and submit their application through the Inspira platform no later than **8 October 2022**.

3. Applicants are strongly encouraged to follow the “Applicant Guide” under the “Manuals” section in Inspira when completing their Administrative Profile.



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12 September 2022

Post Title:	Telecommunications Assistant	Work Base:	UNPA
Office:	Field Technology Section	Category:	General Services
Job Opening#:	190143	Level:	GL4
Duty Station:	Nicosia HQ and Sectors	Deadline:	8 October 2022
Type of Contract:	Fixed-Term		

You can view and apply for this job at:

[https://inspira.un.org/psc/UNCAREERS/EMPLOYEE/HRMS/c/UN\\_CUSTOMIZATIONS.UN\\_JOB\\_DETAIL.GBL?Page=UN\\_JOB\\_DETAIL&Action=A&SiteId=1&JobOpeningId=190413&PostingSeq=1](https://inspira.un.org/psc/UNCAREERS/EMPLOYEE/HRMS/c/UN_CUSTOMIZATIONS.UN_JOB_DETAIL.GBL?Page=UN_JOB_DETAIL&Action=A&SiteId=1&JobOpeningId=190413&PostingSeq=1)

Posting Title : TELECOMMUNICATIONS ASSISTANT, G4  
Job Code Title : TELECOMMUNICATIONS ASSISTANT  
Department/ Office : United Nations Peacekeeping Force in Cyprus  
Location : NICOSIA  
Posting Period : 9 September 2022-8 October 2022  
Job Opening number : 22-Telecommunications Technology-UNFICYP-190413-R-  
NICOSIA (M)  
Staffing Exercise : N/A

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

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### **Org. Setting and Reporting**

This position is located in the Service Management Unit, Filed Technology Unit in UNFICYP. The incumbent typically reports to an Application Support Team Supervisor or Chief Service Management Unit.

### **Responsibilities**

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.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. 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. 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. Other duties and responsibilities:- Ensures that all the received incoming pouches, incoming mail, express mail, and parcels are processed and logged and the Tracking of airlines and courier documents.- 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.- Performs other duties as required.

## **Competencies**

Professionalism: Knowledge of telephone billing principles, invoicing, reporting. Knowledge of mobile devices technologies and operating systems: iOS, Android, Windows; Knowledge of ICT technologies and basic troubleshooting of Windows operating systems, Office Applications, email, networks, printing and Cloud services (Office365, OneDrive, SharePoint online). Knowledge of asset management, asset tracking and reporting. Experience in service desk Tier 1 support. 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. 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. Communication:

Speaks and writes clearly and effectively. Listens to others, correctly interprets messages from others and responds appropriately. Asks questions to clarify, and exhibits interest in having two-way communication. Tailors language, tone, style and format to match the audience. Demonstrates openness in sharing information and keeping people informed. 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**

High school diploma or equivalent is required.

### **Job Specific Qualifications**

### **Work Experience**

At least three three (3) years of working experience in providing ICT operational support services related to assets, telephone billing, communications center, and/or ICT operations support is required. Experience in processing incoming pouches, incoming mail, express mail, parcels and tracking of airlines and courier documents is desirable.

### **Languages**

English and French are the working languages of the United Nations Secretariat. For the position advertised fluency in English is required.

### **Assessment**

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

### **Special Notice**

## **United Nations Considerations**

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment. Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places 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. The United Nations Secretariat is a non-smoking environment. The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General. Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage. The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application. Job openings advertised on the Careers Portal will be removed at

11:59 p.m. (New York time) on the deadline date.

**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.