

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

KOSR000763--Telecommunications Technician

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

General Information

Country of Assignment	Kosovo
Host Institute	UN Mission in Kosovo
Volunteer Category	International Specialist
Number of Volunteer	1
Duration	Until 30-06-2019
Possibility of Extension	Yes
Expected Starting Date	01-07-2018
Duty Station	Pristina [KOS]
Assignment Place	Family Duty Station
Assignment Place Remark	

Living Conditions

Kosovo is located in the Balkans mountain range of south-eastern Europe. The climate is continental, with warm summers and cold, snowy winters.

Houses/Apartments are easily available and generally have electricity and running water, although this may not be 24 hours. Costs are reasonable, but vary according to location - i.e. city centre vs. outlying villages. Upon arrival, you will reside in a hotel until you get permanent housing. The UNV Field Unit can assist in identify suitable housing.

There are no specific health problems associated with Kosovo, and no vaccines are required prior to arrival. UNMIK provides contracted medical service to its staff should anyone fall ill.

Foods and dietary needs of all kinds are available in the many supermarkets. There are market places that cater fruits and vegetables, and bakeries offer some exquisite pastries and breads. Fresh fish and meat are also easily available.

Assignment Details

Assignment Title Telecommunications Technician

Organizational Context & Project Description

The primary and overarching objective of UNMIK has been the promotion of security, stability and respect for human rights in Kosovo through engagement with all communities in Kosovo, as well as with regional and international actors, including EULEX and OSCE. The UN Volunteers programme in Kosovo is one of the largest contingents of UN Volunteers within the Europe and the Commonwealth of Independent States (ECIS) portfolio with 77 UN Volunteers being deployed in 2017, including 24 with UNMIK. The main role of the UN Volunteers in Kosovo is to mobilize UN Volunteers in support of UNMIK's operations and the UNKT's

programmes and projects, as well as to promote volunteers and volunteerism as a major form of civic engagement and community development.

Sustainable Development Goals 9. Industry, Innovation and Infrastructure

UNV Focus Area Peace building

Task description

The Telecommunications Technician will have reporting lines to the Chief Operations Management Unit and to the Chief Field Technology Section, and will undertake the following tasks:

Satcom/Microwave

Installs commissions, maintains and repairs the following: C band satellite systems including DAMA applications; wide and narrow band digital and spread spectrum microwave systems; video conferencing equipment; plus, Inmarsat and World phone terminals.

Interfaces multiplexing equipment; the operation of E-1 applications; multi-layer LAN and WAN routers, switches bridges, concentrators; plus, control, supervisory and test facilities.

Coordinates with Headquarters and Global Service Center staff regarding the assignment of satellite carriers; system testing and circuit line up; and implements remedial action as required.

Initiates Intelsat commissioning and verification tests required for all new satellite installations.

Assists in providing computerized path profile assessments; frequency surveys; calculates Fresnel zones and transmission limitations regarding the feasibility of microwave installations.

Aligns satellite and microwave dishes to maximize the overall performance.

Video Conferencing

Coordinates video conferencing, with the other missions and the United Nations Headquarters.

Analyses and reviews requests for video conferencing services ensuring that the requests are feasible.

Formulates Satellite/Microwave and VC diagrams and charts.

Service Delivery Management:

Keep track of all service requests in the automated tracking system and attend/ resolve or escalate with minimum delay.

Attempt to resolve as many problem calls or service requests on initial contact.

Perform tasks related to scheduled service requests, including equipment replacement, equipment installation/ de-installation, software installation, Satellite/Microwave connections and VC, returns to stock, site surveys, etc.

Diagnose and resolve any hardware, software or connectivity problem with minimum delay.

Draft end-user and /or technical documentation.

Log all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, etc.

Act as problem escalation point for technical staff at lower levels.

Escalate problem/tasks to the appropriate parties or units in accordance with established procedure and follow ups in order to

resolve them as soon as possible.

Detect patterns and recommend solutions to recurring problems.

Keep abreast of developments in the technology both in the UN and in the industry in general.

Travel to field offices/ locations to provide FTS support.

Assist other FTS staff for the installation, maintenance and repair of FTS equipment/ facilities.

Any other related task assigned by the Chief Operations Management Unit or Chief Field Technology Section.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

Results/Expected Outputs

Reliable and prompt support to various levels of users for hardware/software issues including installation, maintenance, repair and upgrades.

A final statement of achievements towards volunteerism for development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed.

- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs);
- Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment
- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

Required Degree Level Secondary education

Education - Additional Comments

Completion of secondary education; supplemental courses and technical certification in electronic telecommunications or another related field is required. Practical training should include a wide range of telecommunications expertise.

Required experience 72 months

Experience Remark

A minimum of 6 years of experience is required in telecommunications at the national or international level in the public/private sector, specializing in the Satellite/Microwave and Video Conferencing fields.

Language Skills

- English (Mandatory) , Level - Fluent

Area of Expertise

- Telecommunications systems Mandatory

Area of Expertise Requirement

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F. +49 (0) 228-815 2001

W. www.unv.org

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

Need Driving Licence

Yes

Competencies & Values

- Communication
- Planning and Organizing
- Professionalism
- Technological Awareness
- Working in Teams

Conditions of Service and other information

Condition of Service

[Click here to view Conditions of Service](#)

Conditions of Service for International Specialist:

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

A UN Volunteer receives a Volunteer Living Allowance (VLA) which is composed of the Monthly Living Allowance (MLA) and a Family Allowance (FA) for those with dependents (maximum three).

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US\$ 1,602. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website <http://icsc.un.org>.

For example, kindly enter the link [Calculator](#)

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in the event of a permanent reassignment to another duty station.

UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

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UN Volunteers are paid Daily Subsistence Allowance at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of conduct, to the successful candidate.

Application Code KOSR000763-2748

Application procedure

* Not yet registered in the UNV Talent Pool?

Please first register your profile at <https://vmam.unv.org/candidate/signup>. Important: After creating your account, complete all sections of your profile and submit it. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink. Lastly, select the special call to which you would like to apply.

* Already registered in the UNV Talent Pool?

Please first update your profile at <https://vmam.unv.org/candidate/profile>. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink to select the special call to which you would like to apply.

Application deadline: 24 May 2018.

Disclaimer

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.