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**VACANCY ANNOUNCEMENT**  
**INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME**  
**Information Systems Delivery Sub-programme**

<b>ANNOUNCEMENT NO:</b>	<b>VA 13/048/ITS</b>
<b>PUBLICATION/TRANSMISSION DATE:</b>	<b>12 June 2013</b>
<b>DEADLINE FOR APPLICATION:</b>	<b>11 July 2013</b>
<b>TITLE AND GRADE:</b>	<b>Associate Information Technology Officer, P-2 (Voice over Internet Protocols)</b>
<b>POST NUMBER:</b>	<b>ZRB-2944-P2-009</b>
<b>DURATION OF APPOINTMENT:</b>	<b>One and a half years, with possibility of extension</b>
<b>DUTY STATION:</b>	<b>Bonn, Germany</b>
<b>EXPECTED DATE FOR ENTRY ON DUTY</b>	<b>As soon as possible</b>

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### **Background**

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The Convention secretariat supports the Convention and its Kyoto Protocol by a range of activities, including substantive and organizational support to meetings of the Parties.

The Information Technology Services programme is a central service provider for information and communication technology infrastructure and user support services, as well as for information systems development, maintenance and application support within the UNFCCC.

### **Responsibilities**

The position is located in the Deployed Networks and Operations Team of the Information Systems Delivery sub-programme in ITS and is fully accountable for providing technical expertise in maintenance of the secretariat's Voice (and Video) over Internet Protocols (VoIP) services. The incumbent directly reports to the Chief Network Operations Officer. The key results expected are:

- Functioning VoIP and eFax services secretariat-wide
  - Virtual collaboration and Interactive Voice Response systems
  - Regular maintenance and upgrade of VoIP infrastructure
1. Management of VoIP services
    - a. Designs and deploys VoIP infrastructure and client services at secretariat hosted locations including Disaster recovery sites as well as at climate change conference, meetings and workshop locations. For external conference locations, prepares related background material for host country and Memorandum of Understanding documents;
    - b. Analyses, reviews and recommends an optimal structure for the secretariat VoIP system and plans systematic migrations and upgrades. Reviews current designs against new requirements in the context of office moves/relocations and the redistribution of secretariat offices;
    - c. Maintains the secretariat VoIP infrastructure, including planning and undertaking upgrades as necessary. Reviews and recommends changes to the structure based on technical developments in the IT field including but not limited to integration with Microsoft SharePoint and any other secretariat systems/applications towards a unified communication solution;
    - d. Reviews the current monitoring and alert mechanism on VoIP systems and proposes improvements and enhancements for higher resilience and more efficient notification. Explores ways to improve integration or consolidation to other UN telephone systems in the UN Campus;
    - e. Maintains the eFax system ensuring least effort for sending message to destination including during conferences in remote locations or while "on the road".

2. Virtual collaboration
  - a. Responsible for management and administration of secretariat virtual collaboration services like WebEx, Skype, Video-Meet and Video conference systems;
  - b. Oversees virtual collaboration service operations including the design and planning related to new virtual conferences and virtual conference rooms or workshops like virtual media briefings;
  - c. Designs, deploys and maintains secretariat Interactive Voice Response (IVR) systems to ensure the secretariat is reachable as needed including provision for automated response for holidays and outside working hours and emergency communication for staff in case of incidents.
  
3. Operational management and planning activities
  - a. Provides 2nd level support on VoIP and other related requests through systematic troubleshooting of identified problems. Provides operational support to other ITS staff;
  - b. Monitors VoIP infrastructure and services. Provides technical advice on related hardware, software solutions and IT technologies. Prepares training materials and/or conduct training sessions for users;
  - c. Provides technical input in team work-plan and budget planning activities. Assists in ITS procurements, including conducting needs assessments, benchmarking and preparing of technical specifications and evaluation criteria for solicitation processes;
  - d. Actively participates and provides input in secretariat SharePoint and MsExchange deployment and prepares test environments as needed;
  - e. Manages call billing systems including the monitoring and regular maintenance of the billing cycles and monitors the systems for maintaining a high level of service. Reviews regularly changes in the provider tariff;
  - f. Responsible for the provision of regular billing reports to staff and management including Common Services Team for charge-back, separation and reconciliation purposes and for the provision of regular usage statistics for the purpose of management planning and enhancement.

### **Essential Requirements**

**(Only candidates who meet the requirements stated below will be considered.)**

**Educational background:** First level university degree (Bachelor or equivalent) in Computer Science, Telecommunications or equivalent.

**Experience:** At least three (3) years of progressively responsible experience in the area of VoIP, Network Administration and Data management.

**Specific professional knowledge:**

- Strong VoIP system skills with at least one complete deployment of a VoIP infrastructure preferably in Cisco, Alcatel or Swyx systems including integration with analog PBX systems within a complex network environment.
- Thorough knowledge of at least one VoIP system, WebEx and Skype technologies in an enterprise environment; technical understanding of IVR (Interactive Voice Response) systems.
- Thorough knowledge of call billing systems; hands on experience in working with at least one IP based enterprise call billing system.
- Thorough knowledge of eFax systems like RightFax, Swyx or others and related security encryption.
- Hands on experience in working with Video- and Tele-conference equipment and virtual participation technologies like Cisco WebEx, Skype a must.
- IT networking and in particular: Routing, switching, wireless networking and encryption among others.
- Familiarity with windows infrastructure troubleshooting and monitoring tools.
- Working knowledge of the principles and operations of PCs, network hardware, and PC software; its use and business applications; and file and data management.

**Job-related skills:**

- Good understanding of Project management principles.
- Good analytical techniques and product evaluation techniques.
- Troubleshooting techniques. Analysing and resolving local area network and workstation operating system problems.
- Verbal and written communications and preparation of technical documents.

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- Researching, reading, and interpreting technical network data.
- Ability to work closely with business and other diversely talented technologists with a high degree of accuracy and detail.
- Working independently as well as in a team.

**Language requirements:** Fluency in written and spoken English, working knowledge of other UN language is an asset.

### Expected competencies

**Professionalism:** Knowledge and understanding of theories, concepts and approaches relevant to the area of work; good research, analytical and problem-solving skills; ability to apply judgment in the work environment; the capacity to plan own work and manage conflicting priorities.

**Commitment to Continuous Learning:** Willingness to keep abreast of new developments in the field of work.

**Communication:** Good verbal and written communication skills, including the ability to draft/edit a variety of written reports and to articulate ideas in a clear and concise style.

**Technological Awareness:** Ability to make effective use of required computer software and other equipment relevant to the post.

**Teamwork:** Good interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural organization. Ability to provide effective support in relation to work conducted by colleagues.

### To apply

Candidates, whose qualifications and experience match the requirements for this position, should use the on-line application system available at <http://unfccc.int/secretariat/employment/recruitment>.

#### **Please note:**

1. Qualified women candidates and candidates from developing countries are especially encouraged to apply.
2. Service is limited to the UNFCCC secretariat.
3. We will confirm receipt of your application. However, only candidates under serious consideration and contacted for an interview will receive notice of the final outcome of the selection process.
4. Salary and Allowances: USD 46,730 to 52,645 net (without dependents)  
USD 49,821 to 56,347 net (with dependants)  
(plus variable post adjustment, currently 46.9% of net salary), plus other UN benefits as indicated in the link below:  
<https://unfccc.int/secretariat/employment/conditions-of-employment.html>