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

<table>
<thead>
<tr>
<th><strong>Country of Assignment</strong></th>
<th>South Sudan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Host Institute</strong></td>
<td>United Nations Mission in South Sudan</td>
</tr>
<tr>
<td><strong>Volunteer Category</strong></td>
<td>International Specialist</td>
</tr>
<tr>
<td><strong>Number of Volunteer</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>until 30-06-2021</td>
</tr>
<tr>
<td><strong>Expected Starting Date</strong></td>
<td>Immediate</td>
</tr>
<tr>
<td><strong>Duty Station</strong></td>
<td>Juba [SSD]</td>
</tr>
<tr>
<td><strong>Assignment Place</strong></td>
<td>Non-Family Duty station</td>
</tr>
</tbody>
</table>

#### Assignment Place Remark

Assignment is non-family.

#### Living Conditions

Living conditions vary between UNMISS duty stations. Each duty station where UNMISS has a field presence has basic residential camp facilities, which includes running water and electricity. Candidates should be aware that accommodation may be austere with the possibility of water shortages and power blackouts. On arrival in Juba accommodation will be on a share basis. Ablutions will also be shared. As the accommodation situation improves single unit accommodation, with an attached ablution, should become available in all locations. Hard wall accommodation is available in Juba.

All UNMISS duty stations apart from Entebbe, Uganda are considered non-family duty stations. The security level of UNMISS duty stations is classified by the UN Department of Safety and Security (UNDSS) who will brief on arrival. A number of locations in South Sudan are prone to conflict.

Primary health care services (preventive and curative) are provided in 11 United Nations Owned Equipment (UNOE) Level-I clinics, 21 Contingent Owned Equipment (COE) Level-I clinics, 4 COE Level-II medical facilities within the mission area and the establishment of
contractual agreements for Level-III and Level-IIII care outside the mission area. The 4 Level-II facilities available in Juba, Bor, Malakal and Wau, run by the Troop Contributing Countries (TCC), take referrals from the Level-I clinics and provide hospital-based care.

The climate is tropical with a rainy season in many areas, which should normally span from around April to October. Ability to live and work in difficult and harsh conditions is essential.

Assignment Details

**Assignment Title**
Telecommunications Technician

**Organizational Context & Project Description**

UNMISS was established in 2011 under the auspices of the UN Department of Peacekeeping Operations (DPKO); subsequently, UNMISS mandate has been renewed through resolutions 2057 (2012), 2109 (2013), 2155 (2014), 2187 (2014), 2223 (2015), 2241 (Dec. 2015) 2304 (2016), 2327 (2016), 2392 (Dec. 2017), and 2406 (Mar. 2018).

**Sustainable Development Goals**

16. Peace, Justice and Strong Institutions

**Task description**

The incumbent will report to the Telephone Unit Supervisor and will perform the following of the technical functions:

- Participate in the planning and implementation of Cisco Unified Communication infrastructure;
- Provides support to the Mission staff at assigned duty station through CUCM / switches configuration, installation of end user terminal (VOIP), installation of cabling infrastructure, and UCM network troubleshooting;
- Use network management tools to monitor, analyse, and report resources utilization;
- Implement and support network security features on CUCM network infrastructure;
- Assist on the preparation of specifications for the requisition of equipment related to the CUCM operation;
- Work with the networking management unit to implementation and support IP telephony services based on Cisco infrastructure;
- Perform other related duties as directed by the technical Supervisor;
- Assisting with the UNV "buddy programme" for newly arrived UN Volunteers;
- Dedicated time for training and capacity-building of national staff in the Telephone unit.

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- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV’s Volunteer Reporting Application- 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**

- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counterparts, 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 development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

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Qualifications/Requirements

Required Degree Level  
Technical/Vocational diploma

Education - Additional Comments
Higher secondary school or technical/vocation diploma is required or university and other courses/trainings related to work are desirable.

Required experience  
48 months

Experience Remark
- Minimum 4 years experience working with Cisco hardware configuration and implementation.
- Experience with Unified Communications system (Voice over IP and video) systems integration.

Language
- English (Mandatory), Level - Fluent

Area of Expertise
- Telecommunications systems Mandatory

Area of Expertise Requirement
- Minimum level of Cisco Certification at the Professional level (CCNP or CCDP) is required and certification / experience on Mitel mxone is desired;
- Hands on experience with configuring Cisco routers and switches in a VOIP system integration;
- Working experience on implementing and supporting a Unified Communications infrastructure in a cisco environment (video and Voice);
- Implementation of QoS features as they pertain to VoIP implementation;
- Good knowledge of IP telephony protocols such as MGCP, H323, SIP, SCCP, ISDN, E1 and QoS features as they pertain to VoIP implementation;
- Excellent written and spoken English, and ability to write technical documents;
- Have a valid driver’s license and proven ability to drive manual gear 4x4 vehicles;
- Have affinity with or interest in humanitarian relief, post-conflict situations, volunteerism as a mechanism for durable development, and the UN System.

Need Driving Licence  
Yes

Competencies & Values
- Accountability
- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Integrity
- Planning and Organizing
- Professionalism
- Respect for Diversity
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$ 1,631. 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 UN Volunteer entitlements, kindly refer to the link https://vmam.unv.org/calculator/entitlements.

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).

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.

Supervision, induction and duty of care of UN Volunteers

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;

- Support with arrival administration including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;

- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;

- Access to shared host entity corporate knowledge, training and learning;

- Inclusion of the volunteer in emergency procedures such as evacuations;

- Leave management;

- DSA for official travel, when applicable;

- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.

Application Code SSDR001290-5482

Application procedure
QUALIFIED FEMALE CANDIDATES ARE ENCOURAGED TO APPLY

* 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: 15-07-2020

doa.apply_url https://vmam.unv.org//candidate/show-doa/U1NEUjAwMTI5MA==

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.