

# United Nations Mechanism for International Criminal Tribunals

Help Desk Assistant, G-5 (Arusha)

DEADLINE FOR APPLICATIONS	:	20 September 2017
DATE OF ISSUANCE	:	22 August 2017
OFFICE	:	Registry/ITSS
JOB OPENING NUMBER	:	2017/MICT/REG/ITSS-016-GS

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

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## Organizational setting and Reporting:

This position is located in the Administrative Section of the Registry of the Mechanism for International Criminal Tribunals (MICT), Arusha branch. The incumbent will work under the general supervision of the Registry Officer in Charge, Arusha and will be responsible for supporting the work of the Information Technology at the Arusha branch.

## Responsibilities:

Within delegated authority, the Help Desk Assistant will be responsible for the following duties:

- Provides first and second line telephone support in computer related problem resolution: Receives hardware, software, and network and system problem reports via telephone, email or in person. Maintains and updates documentation and tasks tracking system.
- Assists in software and hardware installations and upgrades, participates in software testing and deployment.
- Proactively assists the user community in ways not associated with "problem" resolution: Gives scheduled and impromptu training sessions, either individually or in groups.
- Is responsible for discovering and flagging problems or potential problems arising from recurring, systematic or procedural defects relating to software or implementation and subsequently initiating action to resolve them.
- Assists in all phases of hardware/software specification, purchase, implementation and operation by providing experience and guidance from a support perspective.
- Assists in preparation, issuance, tracking and receiving of all computer equipment, including software licenses under the software portfolio.
- Satellite Earth-station and Wide Area Network Operations: installs, configures, tests and commissions various earth-station equipment which includes the antenna system, RF and IF equipment. Advises on operating matters, performs preventative maintenance and repairs and coordinates with the local internet service provider technical support staff.
- Voice and Messaging Operations: installs and assists in testing and commissioning various telecommunications equipment. Monitors and tests the daily electronic operations of telecommunications equipment. Conducts on-going analysis of equipment. Maintains equipment and inventory. In addition, the Help Desk Assistant receives tests and installs telecommunications hardware and software, prepares engineering drawings such as schematic drawings, system layouts, terminations details, wiring diagrams, etc.
- Video Conference Services: installs and assists in testing and commissioning various video-conference equipment, programs hardware and software parameters of videoconference equipment and assists in the courtroom testimony videoconferences.
- Radio Communications Installation and Maintenance: installs and assists in testing and commissioning various radio equipment, conducts on-going analysis of radio communications and video surveillance equipment, receives, tests, and installs radio communications hardware and software.
- Any other ad hoc duties as required.

## Core Competencies:

- Professionalism: Extensive knowledge of and experience working with VSAT Satellite Communications; VHF, UHF, and HF radio Communications; PABX Systems (Alcatel 4400 PABX experience would be advantageous); Cisco Unified Call Manager and Softex RingMaster Billing Software. Knowledge of video conferencing systems; Local Area Networking; Cellular telephones; Fax Machines. Knowledge of the use of oscilloscopes, spectrum analysers, telephonic test equipment, multimeters and basic electronic hand tools and equipment. Experience providing first and second line support for Windows workstations operating on a Windows Domain; Microsoft Office; Network Printers; Digital Senders. 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.
  - 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.
  - Technological Awareness: Keeps abreast of available technology; understands applicability and limitation of technology to
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the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

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## QUALIFICATIONS

**Education:** High school diploma or equivalent.

**Work Experience:** At least 5 years of experience in information technology or related area, preferably in an international environment.

**Languages:** English and French are the working languages of the Mechanism. For the post advertised, fluency in oral and written English is required. Working knowledge of French and/or Swahili is an advantage

**Assessment Method:**

There may be a technical test and/or a competency-based interview.

**Special Notice:**

The appointment is limited to the Mechanism. **Appointment of the successful candidate to this position will be subject to budgetary approval.** Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. Appointments of staff members in the United Nations are subject to the authority of the Secretary-General.

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## HOW TO APPLY:

### **NOTE FOR INTERNAL CANDIDATES:**

- 1) Staff at the G-4 and G-5 levels are eligible to apply; the requirement for one year post occupancy is applicable.
- 2) Interested staff members must complete the UN Personal History Profile (PHP) form obtainable via personal inspira accounts (in PDF format) or the MICT website. Please submit all documents including the PHP, a Cover Letter, and the last two e-PAS's ELECTRONICALLY AS ONE DOCUMENT to the [RMRecruitment@icty.org](mailto:RMRecruitment@icty.org) in-box. Please indicate the job opening number in the subject line.
- 3) Applicants may have to sit the United Nations Global General Services Test (GGST) as per OHRM instructions.

### **NOTE FOR EXTERNAL CANDIDATES:**

- 1) External applicants must complete the UN Personal History Profile (PHP) form obtainable from the MICT website ([www.unmict.org](http://www.unmict.org)) and forward electronically AS ONE DOCUMENT to the [RMRecruitment@icty.org](mailto:RMRecruitment@icty.org) in-box. Please indicate the job opening number in the subject line. Applicants may have to sit the United Nations Global General Services Test (GGST) as per OHRM instructions.
- 2) The appointment of the successful candidate will be on a local basis therefore he/she will be responsible for all travel expenses incurred in connection with this recruitment.

### **NOTE FOR PREVIOUSLY ROSTERED CANDIDATES**

Roster candidates must express their interest and availability for published job openings by submitting an updated PHP and cover letter.

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