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UNESCO CAREERS - INTERNAL CANDIDATES

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Vacancy notice

Title : HEAD OF UNIT

Domain : Computer Sciences / Information Technologies - Management Information System

Post Number : KMI 137

Grade : P-3

Organizational Unit : BUREAU OF MANAGEMENT OF SUPPORT SERVICES

Primary Location : FR-Paris

Recruitment open to : Internal and external candidates

Type of contract : Fixed Term

Salary : 75 540 EUROS

Deadline (Midnight Paris Time) : September 21, 2017

OVERVIEW OF THE FUNCTIONS OF THE POST

Under the authority of the Chief Information Officer (CIO) and the direct supervision of the Chief, Infrastructure and Operations Section, the incumbent will be responsible for supervising, coordinating and ensuring the correct functioning and activities of the Telephone and Sound Unit (KMI/IOP/TSU), as well as its financial and human resources. S/he will be in charge of planning, developing and implementing UNESCO's telecommunications, in-house audio-visual and conferencing infrastructure. This includes installing, configuring, maintaining, supporting, and optimizing all telephone systems and services, communication systems, video conferencing environments as well as audio-visual systems and services in Conference Rooms. In particular, he/she will perform the following tasks:

- Provide administrative direction and support for daily operational activities of the Unit; organize and ensure the proper allocation of human and financial resources.
- Develop and propose short- and medium-term development plans in accordance with the organizational strategy.
- Conduct research on emerging products, services, protocols and standards in support of telecommunications, conferencing and audio-visual equipment's procurement; prepare related budget recommendations.
- Develop, implement and maintain policies, procedures and training plans for telecommunication, conferencing and audio/visual systems administration and their appropriate use; assess needs for any system reconfigurations, and make recommendations.
- Manage and administrate the entire infrastructure and its associated software, including PBXs, conferencing and audio-visual systems.
- Interact and negotiate with vendors, outsourcers, and contractors to secure communications, conferencing and audio/visual products and services; administer all contracts for telecommunications, conferencing and audio/visual equipment and services.
- Manage telecommunications and audio-visual projects in order to improve or expand the current infrastructure; oversee and implement the acquisition and installation of state-of-the-art telecommunications, conferencing and audio/visual equipment.

REQUIRED QUALIFICATIONS

EDUCATION

- Advanced university degree (Master's or equivalent) in the field of Telecommunications and/or Audio-visual. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

WORK EXPERIENCE

- A minimum of 6 years of relevant professional experience in the field of audiovisual, conferencing and/or telephony.
- Demonstrated project management experience.

SKILLS/COMPETENCIES

- Strong interpersonal skills.
- Proven analytical and problem-solving skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to prepare cost estimates, budget reports and forecasting capacity.
- Sound judgement and decision-making skills.
- Demonstrated people management skills, including the capacity to maintain effective working relations in a multicultural environment.
- Proven ability to communicate, advocate and negotiate with staff and stakeholders at all levels within and outside the Organization.
- Excellent oral and written communication skills.

LANGUAGES

- Excellent/very good knowledge of English or French and good/fair knowledge of the other language.

DESIRABLE QUALIFICATIONS

WORK EXPERIENCE

- Two years of relevant experience at international level.
- Project management experience in voice over IP or unified communications.

SKILLS/COMPETENCIES

- In depth knowledge of other ICT systems.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries are calculated in US dollars. They consist of a basic salary and a post adjustment, which reflects the cost of living in a particular duty station and exchange rates.

Other benefits include: 30 days annual leave, family allowance, home travel, education grant for dependent children, pension plan and medical insurance. More details can be found on the [ICSC Website](#).

Please note that UNESCO is a non-smoking Organization.

A WRITTEN EXAMINATION MAY BE USED IN THE EVALUATION OF CANDIDATES.



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UNESCO is committed to promoting geographical distribution ([last update](#)) and gender equality within its Secretariat. Therefore, women candidates are strongly encouraged to apply, as well as nationals from non- and under-represented Member States. Persons with disabilities are also encouraged to apply. Worldwide mobility is required for staff members appointed to international posts . UNESCO does not charge a fee at any stage of the recruitment process.