



ITU is the leading United Nations agency for information and communication technologies, with the mission to connect the world. To achieve this, ITU manages the radio-frequency spectrum and satellite orbits at the international level, works to improve communication infrastructure in the developing world, and establishes global standards that foster seamless interconnection of a vast range of communication systems. ITU also organizes global Telecom events bringing together the most influential representatives of government and the private sector to exchange ideas and knowledge for the benefit of all.

VACANCY NOTICE NO. 43P-2021/SG-IS/EXTERNAL/P2

Date of Issue: 16 August 2021

Currently accepting applications

Applications from women are encouraged

Functions: Web Conference Support Officer

Post Number: IS09/P2/64

Deadline for Applications (23.59 Geneva CH) :
18 October 2021

Duration of Contract: 2 years with possibility
of renewal for 2 additional years

Type of Appointment: Fixed-term Appointment

Duty Station: Geneva, Switzerland

Grade: P2

Organ:

The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Organization Unit:

Within the General Secretariat, the Information Services Department (IS) is the focal point for the ITU information technology services, managing ERP, CRM, documents, information systems and infrastructure, service-desk, library, archives and information management services, safety and security (both physical and logical), to support staff both at Headquarters and in the Field, as well as delegates attending conferences, meetings and events world-wide. It also promotes ICT collaboration, partnerships and information-sharing and represents ITU in inter-organization meetings and committees related to information technology and security management.

Duties / Responsibilities

Under the direct supervision of the Web Conference Engineer, the incumbent will perform the following duties:

- Assist the Web Conference Engineer with the webcast/web-conference services, which includes, but not limited to: setup the service, perform tests, problem resolution, liaise with service desk and end-users and propose improvements to the Web Conference Engineer.
- Plan, prepare and ensure smooth delivery of Multilingual Interactive Remote Participation (MIRP interactive and passive) for conferences and events at Headquarters and abroad; keep abreast of the latest technologies and provide continuous improvements on hardware and software related to MIRP.
- Prepare, maintain, and operate any IT and audiovisual hardware, software, and systems (including licensing) necessary for connecting the physical meeting room with the virtual meeting room provided by the RP service provider and ensure that equipment is in good working condition and maintain a clear record of any movement of equipment.
- Develop operational manuals and tutorials for technicians and moderators as well as provide regular updates to guidelines required by end-users for first-level troubleshooting.
- Support local teams of IT, audiovisual and contractors during local or remote conferences/events/meetings in collaboration with organizing departments.
- Coordinate with the audiovisual team, Interpretation Section and Meetings' organizers for optimum delivery of the simultaneous interpretation service (local and remote).
- Perform other related duties as assigned.

Competencies

- **Core Competencies:** Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.
- **Essential Functional Competencies:** Analysis, Judgement and Decision Making; Client and Service Orientation, and; Planning and Organizing.
- **Essential Technical Competencies:** Good project management, troubleshooting and problem-solving skills. Ability to consistently demonstrate professional competence and mastery of subject matter even during stressful situations; is conscientious and efficient in meeting commitments, observing deadlines, and achieving results; is motivated by professional rather than personal concerns.

Qualifications required

Education:

University degree in information & Communication Technology, Information Management or a related field OR education from a reputed college of advanced education with a diploma of equivalent standard to that of a university degree in one of the fields above.

Experience:

At least three years of progressively responsible experience in Information Technology and Audiovisual Operations. An advanced degree in a related field can be considered as a substitute for one year of working experience. A doctorate in a related field can be considered as a substitute

for two years of working experience. Adequate experience in the area of telecommunications, IT and audiovisual systems.

Languages:

Knowledge of one of the six official languages of the Union (Arabic, Chinese, English, French, Russian, Spanish) at advanced level and knowledge of a second official language at intermediate level. Knowledge of a third official language would be an advantage. (Under the provisions of Resolution No. 626 of the Council, a relaxation of the language requirements may be authorized in the case of candidates from developing countries: when candidates from such countries possess a thorough knowledge of one of the official languages of the Union, their applications may be taken into consideration.)

Additional Information:

Salary:

Total annual salary consists of a net annual salary (net of taxes and before medical insurance and pension fund deductions) in US dollars and a post adjustment (PA) (cost of living allowance). The PA is variable and subject to change without notice in accordance with the rates as set within the UN Common System for salaries and allowances.

Annual salary from \$ 47,895 + post adjustment \$ 40,040

Other allowances and benefits subject to specific terms of appointment, please refer to <http://www.itu.int/en/careers/Pages/Conditions-of-Employment.aspx>

Applicants will be contacted directly if selected for written test. Interviews may be used as a form of screening.

For further information concerning the Conditions of Employment please click [the following link](#)

Applicants will be contacted only if they are under serious consideration

Currently accepting applications



ITU is a smoke-free environment