



# Networks Specialist – Audio & Video

<b>Grade</b>	IS – 3	<b>Duty station</b>	Songdo, Incheon - Korea
<b>Contract type</b>	Secondment	<b>Number of posts</b>	1
<b>Unit</b>	Division of Support Services	<b>Vacancy code</b>	GCF/Secondment/06
<b>Reporting to</b>	Chief, ICT Infrastructure & Managed Services		

## Position description

The Green Climate Fund is currently seeking an exceptional candidate to undertake the position of Networks Specialist – Audio & Video, who will primarily be responsible for designing, implementing/upgrading, quality assuring its operation and extending the Fund's voice, video, web conferencing, streaming/on-demand and their cross-integration.

## Duties and responsibilities

- Provide advice and technical direction on design, engineering, implementation, diagnostics and operations of the unified communications technology and video conferencing environment at GCF;
- Support the design and formulation of GCF workforce facing service level agreements (SLAs), procedures and standards on aspects of the unified communications and video conferencing systems;
- Ensure the quality, reliability, capacity, performance and configuration of the video and telecom network systems;
- Establish performance metrics to ensure GCF needs are being properly met;
- Monitor and analyzes performance metrics;
- Liaise with vendors of network, IT security, and telecommunications equipment;
- Evaluate new products and services; adjust to evolving business needs and manage individual vendor SLAs;
- Investigate and resolve problems for services within his/her own area of responsibility, following ITIL processes;
- Provide GCF workforce/peer ICT training on communications technology solutions put in place; and
- Establish effective relationships with clients to understand and meet or exceed their needs and find ways to ensure client satisfaction.

## Expected experience and qualifications

- Bachelor's Degree in Computer Science, Telecommunications, Information Systems, or another related field;
- At least 5 years of experience in infrastructure and operations support functions related to unified communications technology and/or video conferencing services;
- Experience in corporate Skype for Business deployments with voice gateway and migrations, different unified communications solutions, network design, network protocols and voice over IP (VOIP);
- Direct experience with video conferencing/AV integration design, engineering, installation and support. Good knowledge of video conferencing hardware and ITU standards (i.e. H.320, H.323, H.264 and SIP);

- Experience with making organisational AV/on-demand solutions especially working for low bandwidth/high latency/QoS challenged external user audiences in GCF's programme countries;
- Broad knowledge of telecom systems, digital transport services, dial plans, switching architecture, telephony and wiring;
- Certification in applicable network technology (Cisco, Polycom, Microsoft) desirable;
- Information Technology Infrastructure Library (ITIL) Service Management/ISO 20,000 certification desirable;
- Innovative in identifying means to improve IT service quality within established boundaries;
- Great problem-solving skills and ability to identify and mitigate risks early on;
- Demonstrated experience working with end-users to analyse needs and define requirements;
- Excellent communication attitude and skillset to work at the same time with business audiences as well as technical experts; proactively bridging potential communication gaps when required;
- Work experience with international organizations as staff, consultant or contractor is a distinct advantage; and
- Excellent written and oral communication skills in English are essential for this position; knowledge of another UN language an advantage.

### Required competencies

- Planning and Organizing
- Client orientation
- Communication
- Teamwork
- Creativity