



**UNITED NATIONS SUPPORT OFFICE IN SOMALIA  
(UNSO)**

**UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY**

**PLEASE NOTE**

**VACANCY ANNOUNCEMENT NUMBER : UNSOS/TRN/003/2016  
HAS BEEN CANCELLED AND REPLACED BY THIS ONE**

<b>DEADLINE FOR APPLICATIONS:</b>	<b>25 JULY 2016</b>
<b>DATE OF ISSUANCE:</b>	<b>19 JULY 2016</b>
<b>FUNCTIONAL TITLE:</b>	<b>USER SUPPORT TRAINER</b>
<b>SECTION:</b>	<b>TRAINING</b>
<b>LOCATION:</b>	<b>MOGADISHU, SOMALIA</b>
<b>TYPE OF CONTRACT:</b>	<b>INDIVIDUAL CONTRACTOR</b>
<b>DURATION OF CONTRACT</b>	<b>1 – 9 MONTHS</b>
<b>VACANCY ANNOUNCEMENT NUMBER:</b>	<b>UNSO/TRN/005/2016</b>

**Special Notice:**

Interested applicants who are working with UNSOS/UNSOM Contractors must fulfil the obligations of their contracts with the UN Contractors in order to be eligible to apply for this vacancy.

**Organizational Setting and Reporting Relationships:**

The position is located in the Training Section. The incumbent will report to the Chief of Training.

**Responsibilities:**

Within delegated authority, the User Support Trainer will implement and manage the on-line delivery of UNSOS Training Section's language software (Rosetta stone) and is also responsible for day-to-day administrative tasks within the section. The incumbent will support AMISOM Training; assist in organizing and maintaining essential information related to the training programme of the UN system; supports all Training Officers in the section; assists in research on training matters and issues; assists in maintaining automated database systems containing training related information. Major duties and responsibilities include:

**1. Serves as the Focal point within Training Section responsible for implementing and managing the language software system (Rosetta Stone);**

Liaise with Rosetta stone support for software related issues;

- Monitors and review staff progress by extracting reports and statistical data;
- Provides basic support to online users;
- Design metrics and guidelines to efficiently measure staff's progress;
- Grant learner access to the language course;

**2. Performs, under minimal supervision, administrative support functions to training officers and staff on training related matters;**

- Assists in the preparation of training materials, training manuals and special reports as necessary, including the preparation of training cost calculations, projections, comparisons in budget reports;

- Prepares and updates a variety of reports, presentations, charts, graphs and tables;
- 3. Assists in planning and organizing Training Seminars/Missions:**
- Support AMISOM training
  - Assist with the development and conduct of all internal training including but not limited to Induction Training for all new arrivals to UNSOS and UNSOM;
  - Prepares training materials and aids for use in courses;
  - Assists in designing and preparing presentations for conferences, workshops, seminars and meetings;
- 4. Performs other assignments as required.**

**Competencies:**

**Professionalism:** 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; Takes responsibility in incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

**Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresee risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

**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.

**Education:** First Level Degree (Bachelor of Arts or equivalent).

**Experience:** A minimum of two (2) years of progressively responsible experience in administrative services, audit, human resources or other related fields is required. Experience working in an international environment outside of home country is a requirement.

**Language:** English and French are the working language of the United Nations. For the position advertised, fluency in oral and written English is required.

**Travel:** Required to travel on official business.

**How to Apply:**

Qualified candidates may submit their applications including their United Nations Personal History form (P.11) to the address mentioned below on or before the deadline. The P.11 is on the <https://unsos.unmissions.org/jobs>. Applications submitted after the deadline **25 July 2016** will not be accepted. CVs will not be accepted.

Email: [recruitment-unsoa@un.org](mailto:recruitment-unsoa@un.org)

Please quote, Vacancy Announcement Number and Functional Title in the subject of the e-mail

A copy of P11 to be attached.

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs.

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING).