

Médecins Sans Frontières (MSF) is an international humanitarian aid organization that provides assistance in more than 60 countries to populations in distress, to victims of natural or manmade disasters and to victims of armed conflicts, without discrimination and irrespective of origin, religion, creed or political affiliation.

## Telecom Transition Mobile Implementation Officer (m/f/x) – MSF Belgium – Brussels

03/11/2022

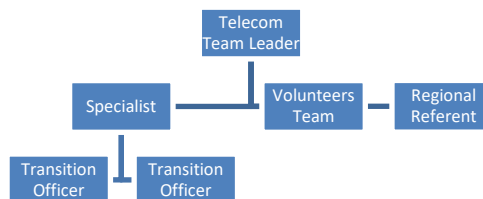
### CONTEXT

Logistics at MSF aims at providing the best environment of care for MSF beneficiaries and medical teams activities through a pragmatic and solution-oriented approach. MSF operations are very diverse and constantly evolving, requiring Logs to continuously adapt to provide appropriate solutions. In this context, the Telecom transition officer helps transition Telecommunication networks to the next generation for MSF teams to run and coordinate operations.

The Logistics Department's mission is twofold. Firstly, it is to provide the frame of action of Logs on the field. Secondly, it provides access to support (both in technical and intervention families), knowledge as well as learning & development opportunities for field Logs to be able to carry out their mission.

For these purposes, the Log department at MSF Operational Center Brussels (OCB) is composed of 3 main units. The Log Support Unit (LSU) provides direct support to Logs in Operations and identifies needs to be tackled by other Log entities. The Workforce Unit (WFU) ensures that the Log workforce is available and prepared to contribute to operational ambitions in their project/mission. The Knowledge Management Unit (KMU) aims at improving access to information, knowledge and to the variety of support means for Logs in the field.

The Telecom transition Mobile Implementation officer is part of the Telecom Team within the Log Support Unit (LSU) of the Logistics Department. The telecom team is composed of:



The Telecom Team develops and validates technical aspects related with installation and maintenance of Telecom networks.

### Raison d'être

Voice telecommunications are a means to ensure security for the teams in the field. MSF uses radio communications as it operates often in areas without enough other telecommunication means essential for security and the support of the operation. Approximately 5000 VHF handsets and 500 VHF base radios are deployed for OCB. Those devices are part of project's landscapes in over 90% of cases. To date, all of them are using the legacy analog mode. In the last decade, a major shift in radio technology is taking place from analogue to digital radio which will be finalized in the coming years. The transition to digital radio brings many new functionalities with usage of telecommunication means that will enhance the safety and security of the operation and contribute to the autonomy of the projects in line with the OCB logs in operation 2020-2023 Orientation.

Under the line management of the Telecom Specialist, the Telecom transition officer will be able to give direct support to the field to help in this transition. S/he will improve and implement the necessary tools and techniques in this domain. S/he will be proactive to evaluate and propose solutions in line with this technical domain, while keeping in mind the human aspect of this transition.

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## RESPONSIBILITIES

The aim of the Telecom transition Mobile Implementation officer is to help implement or improve practices in the field for an effective management, functioning and use of Telecom equipment and network.

- Inform-and train the logisticians about the change and possibilities available with digital radio
- Create scenarios, technical training materials and tools to help ease the transition into digital radio
- Share information and update the Log Knowledge Base with the validated training material
- Initiate concrete transition in the field by launching pilot projects
- Provide support to the field teams for the digital transition of the telecom fleet:
  - by defining a development and mission critical communication plan
  - by establishing a survey of technical hardware and human resources
  - by improving and/or implementing on site Telecom Standard Operating Procedures
  - by training field technician via technical workshops to increase their awareness of digital radio technologies
  - by evaluating possibilities and advantages of intersectional Telecom collaboration

### Function challenges /difficulties

- Ensure consistency between MSF needs, capacity, and context reality
- Ability to change plans and objectives according to MSF needs and requirements
- Work in uncertain / volatile environments
- Continuous mobility between very different contexts

### Contacts and counterparts:

- Telecom specialist: To be coached technically, to provide feedback and integrate results
- All Logs in operations (HQ and Field: To adapt to needs, capitalize information, and acquire context and technical inputs

## REQUIREMENTS

### Education & Experience

- Technical education (technician, engineer) and/or min.2 years of experience in electronics
- Experience in staff coaching and training
- Amateur radio License or Maritime radio certificate is an asset
- Experience with international NGOs is an asset
- Field experience with MSF is an asset
- Field experience in low-income countries is an asset

### Transversal Skills

- Good communication and public speaking skills
- Good analytical skills
- Proactive and willing to propose new ideas and solutions rapidly
- Able to set priorities and organize your own work
- Result, quality & service oriented
- Good teamwork and cooperation capacity, good interpersonal skills
- Mobile & flexible (extensive travel with possible last-minute changes)

### Languages

- Good oral and written communication capacity in English and French
- Other languages are greatly appreciated: Arabic, Portuguese, Spanish

## CONDITIONS

- Expected starting date: As Soon as possible
- Location \*: Brussels (Belgium) but mainly carried out in the field
- Mobility in the field around 70% of the time
- Contract type: Fixed-term Contract – Full-time
- Contract duration: 1 year
- Salary according to the MSF-OCB Field salary scale
- Medical Insurance 100% covered as per international package - 45 paid leaves



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- **Adhere to the MSF principles and to our managerial values: Respect, Transparency, Integrity, Accountability, Trust and Empowerment**
  - **Adhere to the MSF Behavioral Commitments**

*\* Applicants must already have the permanent right and/or valid work permit to work in the mentioned location*

**Deadline for applications: 24 November 2022**

### **How to apply?**

Please, send your CV and cover letter to [recruit-hq-log@brussels.msf.org](mailto:recruit-hq-log@brussels.msf.org) and mention “**Telecom Transition Mobile Implementation Officer**” in the subject of your email.

**Only shortlisted candidates will be contacted.**

MSF values **diversity** and is committed to create an inclusive working environment. We welcome applications from all qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, color or ethnic and national origins, religion or belief, or sexual orientation.

*The protection of your personal data is important to MSF. By submitting your application, you consent to MSF using your personal data. For more information, [consult our privacy notice to job applicants](#).*