

ETC Competency Framework

Professional Development



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The ETC Competency Framework

Why?



The ETC recognised the need to develop a competency framework to support future recruitment, capacity development, and deployment of personnel.

Who?



This framework covers core roles in which ETC personnel serve and describes each role by defining the required knowledge, skill, attitude and experience at ascending competence levels.

How?



The competency framework should be used as the foundation of all learning and development activities and supports a more holistic and informed approach to capacity building of personnel.

[Click to advance to competency types](#)

The ETC Competency Framework

Click on the graphic for either 'core competencies for everyone' or 'role competencies' to find out more:

Core competencies for everyone



Describes the skills and behaviors that every ETC member and partner should have to perform within the cluster.

Functional competencies



Describes the knowledge, skill, attitude and experience required using four different experience levels for each ETC role.

What sits at our core?

Click on each button to find out more about the core ETC competencies:

Teamwork and
collaboration

Emergency Mindset
and Personal
Preparedness

Problem-Solving

Cultural Awareness
and Empathy

Stakeholder
Engagement

Service Mindset

Ethical Behavior

Communication

[Click to return to functional competencies](#)

Teamwork and collaboration

Working collaboratively and effectively with others

Behavioral Indicators

- Contributes to positive teamwork showing flexibility and willingness to participate and contribute to multiple teams.
- Supports and enhances team culture by demonstrating a “can-do” attitude.
- Demonstrates sensitivity and understanding when working with others.
- Establishes trust within the ETC and extends it beyond, cultivating strong relationships that contribute to effective collaboration and partnership.
- Demonstrates the ability to understand and support conflict resolution in teams.
- Treats all individuals with respect, dignity, and fairness, valuing diversity and promoting inclusivity.
- Demonstrates gender and diversity awareness.

[Click to return to all core competencies](#)

Emergency Mindset and Personal Preparedness

Being personally and physically prepared to meet all operational requirements of being in an emergency environment and taking care of self and others

Behavioral Indicators

- Demonstrates self-awareness and personal psychological preparedness to be able to contribute.
- Demonstrates a positive approach to “self-care” balancing work and personal time.
- Accesses initiatives and methods to build personal resilience and manage stress in self.
- Demonstrates awareness of the emergency environment.
- Accepts and understands the limitations of achievement and at times demonstrates the ability to let go.
- Adapts behaviour depending on the emergency environment.
- Meets all the preparedness administrative requirements pre-deployment, such as funds, passport, visa, and security clearance.
- Demonstrates time management skills, orchestrating workload distribution and task prioritization, even during periods of intense activity.

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Problem-Solving

Overcoming challenges and creating effective solutions

Behavioral Indicators

- Demonstrates the ability to identify problems and analyse complex situations.
- Demonstrates innovation and creativity in problem-solving.
- Demonstrates the ability to identify needs and respond rapidly.
- Contributes ideas in generating solutions.
- Demonstrates strong decision-making abilities, making well-informed choices based on thorough analysis, critical thinking, and consideration of potential consequences and risks.
- Displays a comprehensive understanding of all ETC roles and their intricate connections, recognizing the significance of each role in achieving collective goals.
- Demonstrates the ability to prioritize effectively.
- Keeps the focus on the overarching goals.

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Cultural Awareness and Empathy

Understanding the cultural norms and customs of the host environment and being empathetic towards those in difficult circumstances

Behavioral Indicators

- Demonstrates awareness and understanding of the cultural context.
- Demonstrates respect for social norms and traditions.
- Actively listens and seeks to understand others' perspectives, beliefs, and values without interrupting or imposing personal judgments.
- Demonstrates a consistently supportive and open-minded attitude towards individuals from diverse cultural backgrounds, fostering an inclusive and accepting environment.
- Displays genuine respect for diversity by making an effort to understand and appreciate the cultural context, rules, norms, and practices of others.
- Maintains a non-judgmental approach and consciously avoids relying on stereotypes or making assumptions about individuals based on their cultural background.
- Actively engages with diverse perspectives, showing a willingness to consider and learn from viewpoints different from one's own, fostering a spirit of mutual understanding and cooperation.

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Stakeholder Engagement

Listening to and engaging effectively with stakeholders and agreeing on effective ways of working together to produce results

Behavioral Indicators

- Demonstrates proficient negotiation skills to facilitate constructive and mutually beneficial discussions with various stakeholders.
- Proactively engages with colleagues and stakeholders to foster collaboration and alignment with the implementation of cluster projects. Takes the initiative to bridge communication gaps and disseminate relevant information about the activities and goals of the ETC to enhance cooperation and understanding among stakeholders.
- Facilitates collaborative efforts within the team and among various stakeholders to foster a harmonious working environment that encourages cooperation, shared responsibility, and collective success.
- Demonstrates empathy with the priorities and challenges that representatives from other organizations are facing on the ground.
- Demonstrates the ability to adapt quickly to changing circumstances and new environments. Confidently shows situational awareness, enabling the individual to grasp the intricacies of the stakeholder landscape and respond effectively to emerging challenges and opportunities.
- Displays a comprehensive understanding of the roles, responsibilities, and commitments of different stakeholders involved in the project.
- Establishes and maintains trust-based relationships with stakeholders by practicing transparency and accountability and honouring commitments.

Service Mindset

The “user-centric” and improvement-oriented approach to all ETC services delivery and support to increase the common humanitarian impact

Behavioral Indicators

- Actively listens to all users demonstrating openness and honesty in every engagement.
- Seeks to fully understand the user's perspective and concerns before responding.
- Demonstrates empathy and understanding taking genuine ownership of the user experience.
- Creates an environment where users feel at ease, valued, and cared for during all interactions with the ETC team and partners.
- Proactively interprets user needs, focusing on overcoming hurdles rather than creating them.
- Identifies opportunities to streamline processes: anticipates potential challenges and provides solutions that simplify the users' experience.
- Goes above and beyond what is expected of the users consistently. Focuses on improving service delivery with the users' interests in the centre.
- Offers guidance and knowledge to empower users to navigate services effectively.

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Ethical Behavior

Personal awareness and commitment to United Nations Ethical and Behaviour standards, practices, and policies

Behavioral Indicators

- Demonstrates professionalism and integrity and honesty in all professional and personal interactions, adhering to United Nations Values, ethical standards, and principles.
- Makes and supports ethical decisions, considering the impact on stakeholders, communities and on ETC.
- Maintains confidentiality and privacy of sensitive information, ensuring that data and sensitive matters are handled appropriately and securely.
- Complies with all relevant laws, regulations, and organizational policies, promoting a culture of legal and ethical compliance.
- Demonstrates responsible use of resources, avoiding waste, and making sustainable choices.

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Communication

Open and constructive communication within the cluster, with partners and users, promoting the exchange of ideas and knowledge-sharing

Behavioral Indicators

- Confidently communicates technical and complex IT concepts in a clear and straightforward manner, ensuring that team members and stakeholders understand the information shared.
- Demonstrates a clear understanding of the ETC mandate and effectively communicates the purpose and values of the cluster.
- Communicates clearly and persuasively, ensuring effective information exchange with team members, stakeholders, and users ensuring transparency and shared understanding.
- Demonstrates active listening skills, paying close attention to others' ideas, concerns, and constructive feedback, fostering a collaborative and inclusive environment for effective problem-solving, particularly under high-pressure environments.
- Adapts communication style to suit different audiences, tailoring messages appropriately for technical and non-technical stakeholders, ensuring effective understanding and engagement.
- Effectively communicates during emergencies and disasters, providing timely updates and status reports, and ensuring smooth coordination among team members and external partners and users.
- Demonstrates the ability to develop positive dialogue and find mutually agreeable solutions among team members.

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The ETC Functional Competencies

Each ETC role has functional competencies, these have four levels (except ETC Coordinator and Deputy Coordinator) associated with them as follows:



1. Early performer

New to most areas of competence within the ETC context.
Needs training, support, guidance, and supervision.



2. Developing performer

Competent in most but not all areas.
Requires support and supervision for some tasks.



3. Competent performer

Fully competent in all competency areas. Is able to operate confidently and autonomously.



4. Supervisor

Fully competent in all competency areas and can supervise, coach, and support others.

[Click to find competencies for ETC roles](#)

The ETC Functional Competencies

Click on each button to see the competencies associated with each role:

ETC Coordinator and
Deputy Coordinator

Information
Management Officer
(IMO)

Services for
Communities

Emergency
Preparedness

Telecom Specialist

IT / Networking
Specialist

User Support

[Click to return to core competencies](#)

ETC COORDINATION

ETC Coordinator and Deputy Coordinator

Leadership

Team building &
coaching

Budget, finance &
fundraising

Understanding
procurement

Humanitarian
understanding

Partnerships
development

Political & cultural
awareness

Negotiation &
communication

[Click to return to ETC functional competencies](#)

ETC COORDINATION: Leadership

Building and leading effective teams and influencing others

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

[Click to return to ETC Coordination all competencies](#)

ETC COORDINATION: Team Building and Coaching

Building high-performing teams and individuals

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

Click to return to ETC Coordination all competencies

ETC COORDINATION: Budget, Finance, and Fundraising

Budget design and the utilization of financial systems and protocols

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

[Click to return to ETC Coordination all competencies](#)

ETC COORDINATION: Understanding procurement

Systematically applying the WFP (Cluster Lead Agency) procurement rules and protocols

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

[Click to return to ETC Coordination all competencies](#)

ETC COORDINATION: Humanitarian Understanding

Understanding of the humanitarian environment and the affected population on each mission

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

[Click to return to ETC Coordination all competencies](#)

ETC COORDINATION: Partnerships Development

Effectively negotiating and advocating internally and with other actors for resources or engagement within ETC missions

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

[Click to return to ETC Coordination all competencies](#)

ETC COORDINATION: Political and cultural awareness

Interpreting the political and environment factors influencing the mission environment

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

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ETC COORDINATION: Negotiation and Communication

Reporting and communicating with clarity and purpose

Click on each role below to see the behavioral indicators for the competence above:

ETC Coordinator

Deputy Coordinator

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ETC COORDINATOR: Leadership

Building and leading effective teams and influencing others

Behavioral Indicators

- Evidences an understanding and application of positive leadership.
- Demonstrates self-awareness and the impact of leadership on the performance and motivation of others.
- Demonstrates an active understanding and application of leadership styles and influence intervention.
- Actively listens to all and encourages positive conversations.
- Sets clear performance expectations and is able to manage performance outcomes successfully.
- Demonstrates the ability to think and develop strategies and effectively implement agreed strategies.
- Creates challenging visions and clear goals and objectives.
- Makes well-informed decisions based on data and evidence.

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ETC COORDINATOR: Team Building & Coaching

Building high-performing teams and individuals

Behavioral Indicators

- Demonstrates the ability to blend/mix well team members, given each one's talent and competencies.
- Applies an empathetic understanding of others and a positive approach to staff care.
- Demonstrates a practical understanding of Team Development.
- Creates and fosters the development of positive high-performing teams.
- Promotes an open and transparent culture of feedback and confidently gives, receives, and integrates feedback when needed.
- Recognize talents and actively coach and mentor others.
- Actively seeks and coaches future Team Leaders and Coordinators.
- Demonstrates a belief in and understanding of positive delegation and empowers team members and partners to take ownership of tasks and contribute to shared goals with autonomy and confidence.
- Prepares and motivates teams and individuals to perform to their potential.
- Uses appraisal mechanisms and informal team and individual interventions to support skills development.
- Demonstrates a clear understanding of how ETC works including its skill bases.
- Applies a practical understanding of the mosaic of how the ETC comes together in backgrounds and partnerships.

ETC COORDINATOR: Budget, Finance & Fundraising

Budget design and the utilization of financial systems and protocols

Behavioral Indicators

- Routinely evidences a sound understanding of the WFP - as the Global Cluster Lead Agency - financial system and its protocols and rules.
- Leads the creation of accurate budgets and forecasts based on the assessed needs.
- Constructs emergency budgets when needed based on educated assumptions and available data when no assessment is available.
- Manages and tracks expenditure proactively and predictively.
- Able to manage grants in line with restrictions and to report accurately and on time.
- Actively engages with others in financial planning and budgeting in ways that all can easily understand.
- Demonstrates a clear understanding of the sources of funding.
- Can evidence successes in advocacy and fundraising to meet demand.

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ETC COORDINATOR: Understanding Procurement

Systematically applying the WFP (Cluster Lead Agency) procurement rules and protocols

Behavioral Indicators

- Defines clear terms of reference and specifications for services or goods.
- Develops and validates procurement plans and tracks and updates them as required.
- Can evidence an active understanding of the process of internal and external imports/exports of telecom equipment and the customs clearance process.
- Promotes an active understanding of risk, compliance, and ethics in procurement.
- Illustrates the use of procurement as a humanitarian intervention, when possible, by encouraging local procurement and partnership.
- Actively engages staff and others in procurement planning and the effective use of assets.

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ETC COORDINATOR: Humanitarian Understanding

Understanding of the humanitarian environment and the affected population on each mission

Behavioral Indicators

- Applies ETC's contribution to the HPC including but not limited to documents such as HRP and HNO.
- Actively participates regularly in the ICCG meeting to understand the activities of the other clusters and inter-agency/HRP priorities.
- Demonstrates the ability to interpret the humanitarian environment by regular engagement with staff and others on field missions.
- Actively provides input in cross-sector/cluster discussions and support dialogues.
- Positively engages with other clusters and agencies for higher impact.
- Develops Gap/Need assessments to give a clear overview of what needs to be achieved.
- Clearly illustrates an understanding of the role of ETC within the entire humanitarian initiative in the country.

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ETC COORDINATOR: Partnerships Development

Effectively negotiating and advocating internally and with other actors for resources or engagement within ETC missions

Behavioral Indicators

- Able to agree, develop and sustain positive partnerships.
- Develops supportive partnerships with the host government, humanitarian organizations, and the private sector to promote their active participation in the restoration/ rebuilding/resilience of national telecommunications.
- Ensures the link between the ETC to the overall humanitarian response and advocates ETC operation and services given competing priorities and funding gaps.
- Creates leverage with existing partnerships and builds upon them.
- Illustrates a highly user-oriented approach and positive stakeholder engagement.
- Develops and maintains good relationships with local authorities and other local institutions.
- Positively negotiates win/win outcomes using interest instead of position.
- Develops effective internal and external partnerships to deliver results.

[Click to return to ETC Coordination all competencies](#)

ETC COORDINATOR: Political & cultural awareness

Interpreting the political and environment factors influencing the mission environment

Behavioral Indicators

- Consistently demonstrates a clear understanding of the operational context.
- Always evidences an understanding of the security context/ risk areas across the country.
- Consistently builds knowledge of the external stakeholders and their personalities and preferences.
- Actively promotes the use of Humanitarian Principles and UN Values.
- Consistently demonstrates an understanding of local/ national cultures and norms.
- Encourages and promotes cultural awareness and understanding of diversity across the ETC and others, given the complexity of working with the affected population.
- Creates a culture that respects social norms and traditions.
- Models a fully inclusive approach to all team members and partners.

[Click to return to ETC Coordination all competencies](#)

ETC COORDINATOR: Negotiation & Communication

Reporting and communicating with clarity and purpose

Behavioral Indicators

- Demonstrates effective communication skills always adapting communications to context and situation.
- Effectively negotiates with local authorities for access to allow for mandated services.
- Actively listens to all and creates positive conversations.
- Uses positive, interest-based negotiating skills, especially with Partners and UN Agencies.
- Negotiates successfully for the importation and licensing of needed equipment.
- Actively interprets and uses appropriate communication channels and methods.
- Maintain regular meetings to report to the cluster members, partners such as the security cell, and the SMT members.
- Mediates and solve conflicts both internally and externally.
- Illustrates value of gaining insights from collected data.
- Effectively reports through publishing and/or contributing to internal and external sitreps on a regular basis.
- Demonstrates the ability to develop and deliver engaging presentations for varied audiences.

DEPUTY COORDINATOR: Leadership

Building and leading effective teams and influencing others

Behavioral Indicators

- Developing a growing understanding and application of positive leadership.
- Increasing self-awareness and an understanding of the impact of leadership on the performance and motivation of others.
- Demonstrates an understanding and developing application of personal leadership styles and influence interventions.
- Improving the ability to actively listen and encourage positive conversations.
- Demonstrates a developing ability to set clear expectations and manage performance outcomes successfully.
- Growing in the ability to think strategically and to support the effective implementation of agreed strategies.
- Actively supports and contributes to the creation of challenging visions and clear goals and objectives.
- Increasingly showing the ability to make sound evidence-based decisions.

[Click to return to ETC Coordination all competencies](#)

DEPUTY COORDINATOR: Team Building & Coaching

Building high-performing teams and individuals

Behavioral Indicators

- Becoming increasingly empathetic and developing a positive approach to staff care.
- Developing a practical understanding of Team Development.
- Increasing the ability to build positive high-performing teams.
- Growing in the willingness and ability to give, receive and use feedback.
- Demonstrates the ability to actively coach and mentor others.
- Shows the willingness to learn and be coached and developed for progression.
- Demonstrates an active approach to identifying and coaching future Team Leaders
- Demonstrates a developing understanding of positive delegation and empowerment.
- Increasing the ability to motivate teams and individuals to perform to their potential.
- Increasing ability to understand and use appraisal mechanisms and informal team and individual interventions.
- Growing in experience and understanding of how ETC works including its skill bases.
- Developing knowledge of the mosaic of how the ETC comes together in backgrounds and partnerships.

[Click to return to ETC Coordination all competencies](#)

DEPUTY COORDINATOR: Budget, Finance & Fundraising

Budget design and the utilization of financial systems and protocols

Behavioral Indicators

- Developing a good understanding of the WFP - as the Global Cluster Lead Agency - financial system and its protocols and rules.
- Able to support the creation of accurate budgets and forecasts based on the assessed needs.
- Supports the creation of emergency budgets when needed based on educated assumptions and available data when no assessment is available.
- Growing in the ability to manage and track expenditure proactively and predictively.
- Developing the ability to manage grants in line with restrictions and to report accurately and on time.
- Increasingly shows the ability to engage with others in financial planning and budgeting in ways that all can easily understand.
- Growing understanding of the sources of funding.
- Can evidence some success in advocacy and fundraising to meet demand.

[Click to return to ETC Coordination all competencies](#)

DEPUTY COORDINATOR: Understanding Procurement

Systematically applying the WFP (Cluster Lead Agency) procurement rules and protocols

Behavioral Indicators

- Supports the creation of clear terms of reference and specifications for services or goods.
- Growing ability to develop and validate procurement plans and to track and update them as required.
- Developing an active understanding of the process of internal and external imports/exports of telecom equipment and the customs clearance process.
- Able to demonstrate an understanding of risk, compliance, and ethics in procurement.
- Demonstrates growing awareness to influence procurement as a humanitarian intervention, when possible, by encouraging local procurement and partnership.
- Supports staff and others to contribute to procurement planning and the effective use of assets.

[Click to return to ETC Coordination all competencies](#)

DEPUTY COORDINATOR: Humanitarian Understanding

Understanding of the humanitarian environment and the affected population on each mission

Behavioral Indicators

- Developing an active knowledge and application of ETC's contribution to the Humanitarian Programme Cycle (HPC) including but not limited to documents such as the Humanitarian Response Plan (HRP) and Humanitarian Needs Overview (HNO) .
- Participates when required in the Inter-Cluster Coordination Group (ICCG) meeting to understand the activities of the other clusters and priorities of the HRP.
- Developing the ability to interpret the humanitarian environment by regular engagement with staff and others on field missions.
- Supports input into cross-sector/cluster discussions and support dialogues.
- Developing the ability and willingness to positively engage with other clusters and agencies for higher impact.
- Supports the development of Gap/Need assessments to give a clear overview of what needs to be achieved.
- Growing in understanding of the role of ETC within the entire humanitarian initiative in the country.

[Click to return to ETC Coordination all competencies](#)

DEPUTY COORDINATOR: Partnerships Development

Effectively negotiating and advocating internally and with other actors for resources or engagement within ETC missions

Behavioral Indicators

- Increasing the ability to develop and sustain positive partnerships.
- Developing the ability to create partnerships with the host government and the private sector to promote their active participation in the restoration/ rebuilding/resilience of national telecommunications.
- Supports the link between the ETC to the overall humanitarian response and the ETC operation and services given competing priorities and funding gaps.
- Increasing the ability to leverage existing Partnerships and build upon them.
- Contributes to a highly customer-oriented approach and positive stakeholder engagement.
- Develops and maintains good relationships with local authorities and other local institutions.
- Growing ability to positively negotiate to create win/win outcomes using interest instead of position.
- Supports the development of effective internal and external partnerships to deliver results.

[Click to return to ETC Coordination all competencies](#)

DEPUTY COORDINATOR: Political & cultural awareness

Interpreting the political and environment factors influencing the mission environment

Behavioral Indicators

- Developing consistency in understanding the operational context.
- Demonstrates an understanding of the security context/ risk areas across the country.
- Building knowledge of external stakeholders and their personalities and preferences.
- Demonstrates an active understanding and use of Humanitarian Principles and UN Values
- Applies an understanding of local/ national cultures and norms.
- Encourages cultural awareness and understanding of diversity across the ETC and others.
- Supports creating a culture that respects social norms and traditions.
- Developing a fully inclusive approach to all team members and partners.

[Click to return to ETC Coordination all competencies](#)

DEPUTY COORDINATOR: Negotiation & Communication

Reporting and communicating with clarity and purpose

Behavioral Indicators

- Developing effective communication skills and the ability to adapt communications to context and situation.
- Demonstrates growing ability to effectively negotiate with local authorities for access to allow for service provision.
- Developing the ability to actively listen and create positive conversations with all.
- Increasingly applies positive, interest-based negotiating skills especially with Partners and UN Agencies when required.
- Developing the ability to negotiate for the importation and licensing of needed equipment.
- Building an understanding and appropriate communication channels and methods.
- Supports and contributes to regular meetings to report to the cluster members, partners such as the security cell, and the SMT members when required.
- Demonstrates a growing ability to mediate and solve conflicts both internally and externally.
- Increasing the ability to gain insights from collected data.
- Developing the ability to effectively report through publishing and/or contributing to internal and external Sitreps when required.
- Growing ability to develop and deliver engaging presentations for varied audiences.

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INFORMATION MANAGEMENT (IM) OFFICER

Click on each button to go to the levels for each functional competency:

Information gathering
& data collection

Reporting &
information sharing

Operational
Communication

Monitoring &
Evaluation

Click to return to all ETC roles

IM OFFICER: Information gathering and data collection

Gather relevant information and data from reliable sources to support decision-making and coordination efforts during an emergency

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IM OFFICER: Information gathering and data collection

Gather relevant information and data from reliable sources to support decision-making and coordination efforts during an emergency

Behavioral Indicators: **Early performer**

- Has a basic understanding of ETC operational activities.
- Is able to store information in a way that is accessible to team members with supervision.
- Considers cultural sensitivity and contextual understanding.
- Demonstrates proactivity to learn new ways of gathering information and data
- Growing ability to develop and deliver engaging presentations for varied audiences.

[Click to return to all levels for this competence](#)

IM OFFICER: Information gathering and data collection

Gather relevant information and data from reliable sources to support decision-making and coordination efforts during an emergency

Behavioral Indicators: **Developing performer**

- Shows a good understanding of operational activities.
- Asks follow-up questions to confirm understanding and ensure the accuracy of reporting.
- Has a basic understanding of how ETC works and the ability to store information in a way that is accessible to team members with supervision.
- Considers cultural sensitivity and contextual understanding.
- Demonstrates proactivity to learn new ways of gathering information and data.

[Click to return to all levels for this competence](#)

IM OFFICER: Information gathering and data collection

Gather relevant information and data from reliable sources to support decision-making and coordination efforts during an emergency

Behavioral Indicators: **Competent performer**

- Is fully competent in understanding operational activities.
- Proactively ensures follow-up questions to confirm understanding and ensure the accuracy of reporting.
- Confidently knows where to access the data sources and systematically stores information in a way that is accessible to team members. Creates and joins networks that offer sources of information.
- Demonstrates heightened cultural sensitivity and awareness of the contextual nuances that may impact operations and decision-making.
- Proactively explores and implements new methods and technologies to gather information and enhance operational efficiency.

[Click to return to all levels for this competence](#)

IM OFFICER: Information gathering and data collection

Gather relevant information and data from reliable sources to support decision-making and coordination efforts during an emergency

Behavioral Indicators: **Supervisor**

- Demonstrates a comprehensive view of the organization's processes and functions. Uses this knowledge to guide and support team members effectively.
- Enables IMO's in the field to reach the 'competent performer' level.
- Takes a proactive approach to seek clarifications and confirm understanding, both from team members and stakeholders, to ensure accuracy and precision in reporting.
- Possesses a deep understanding of data sources and repositories, effectively organizing and managing information to facilitate easy access for team members, streamlining decision-making processes.
- Demonstrates heightened cultural sensitivity and awareness of the contextual nuances that may impact operations and decision-making. Creates an inclusive environment that respects diverse perspectives.
- Encourages a culture of innovation and continuous improvement by proactively exploring and implementing new methods and technologies to gather information and enhance operational efficiency.

[Click to return to all levels for this competence](#)

IM OFFICER: Reporting and information sharing

Synthesize information from various sources to create compelling and impactful situational reports and other operational products with the intent of influencing others

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IM OFFICER: Reporting and information sharing

Synthesize information from various sources to create compelling and impactful situational reports and other operational products with the intent of influencing others

Behavioral Indicators: **Early performer**

- Has a basic understanding of how to explain the impact of ETC Activities in an accessible way.
- Provides assistance with reporting and adapting writing styles to different audiences.
- Provides assistance to schedule and meet deadlines for information gathering and reporting.
- Provides assistance to create captivating stories which engage the audience and build interest in the work of the ETC.

[Click to return to all levels for this competence](#)

IM OFFICER: Reporting and information sharing

Synthesize information from various sources to create compelling and impactful situational reports and other operational products with the intent of influencing others

Behavioral Indicators: **Developing performer**

- Has a basic understanding of how to explain the impact of ETC Activities in an accessible way.
- Is able to adapt the writing style to different audiences but requires supervision.
- Can identify in most cases how to use appropriate language for a particular situation but requires supervision.
- Is able to identify relevant information for different audiences and platforms.
- Demonstrates the ability to produce texts, dashboards, infographics, or other types of visual presentations explaining complicated processes or activities with minor errors.
- Is aware of meetings and schedules which need to be reported on and publicized. Adhere to schedules for information gathering and reporting when gathering and reporting to meet tight deadlines.
- Demonstrates basic creative writing to engage the audience.

[Click to return to all levels for this competence](#)

IM OFFICER: Reporting and information sharing

Synthesize information from various sources to create compelling and impactful situational reports and other operational products with the intent of influencing others

Behavioral Indicators: **Competent performer**

- Confidently explains the impact of ETC activities in an accessible way.
- Can easily and autonomously adapt writing style to different audiences, including internal documents, ETC Partners, social media, and comms pieces.
- Has the ability to use the appropriate language for a particular situation - e.g. Conflict, Natural Disaster.
- Proficiently tailors' information for diverse audiences and platforms, including texts, visualization of data through dashboards and infographics,
- Takes full ownership of producing error-free and easily understandable text, effectively explaining complicated processes or activities without the need for significant oversight.
- Demonstrates the ability to adhere to strict deadlines for publications, meetings, and schedules for information gathering and reporting.
- Takes a creative and storytelling approach in writing reports, crafting captivating narratives that inspire and engage the audience, building interest and support for the work of the ETC.

[Click to return to all levels for this competence](#)

IM OFFICER: Reporting and information sharing

Synthesize information from various sources to create compelling and impactful situational reports and other operational products with the intent of influencing others

Behavioral Indicators: **Supervisor**

- Demonstrates exceptional communication skills in articulating the impact of ETC activities to various stakeholders, providing clear and accessible explanations that resonate with different audiences.
- Exhibits versatility in adapting writing style to the specific needs and preferences of various audiences, ensuring effective communication across internal and external platforms.
- Demonstrates an acute awareness of context and sensitivity, utilizing appropriate language and tone when communicating about different situations.
- Demonstrates a high level of proficiency in tailoring information for diverse audiences and platforms, ensuring that messages are relevant and impactful across various channels.
- Sets a strong example in meeting strict deadlines for publications, meetings, and other schedules, encouraging team members to prioritize timeliness and accountability.
- Promotes creative and storytelling approaches in writing reports, crafting captivating narratives that inspire and engage the audience, building interest and support for the work of the ETC.
- Enables IMO's in the field to reach the 'competent performer' level.

IM OFFICER: Operational Communication

Demonstrates the ability to gather information effectively from multiple stakeholders and communicate to others clearly, efficiently, and on time

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IM OFFICER: Operational Communication

Demonstrates the ability to gather information effectively from multiple stakeholders and communicate to others clearly, efficiently, and on time

Behavioral Indicators: **Early performer**

- Shows initial awareness and receptiveness toward understanding the diverse working environments and preferred communication styles.
- Has a basic knowledge of social media platforms.

[Click to return to all levels for this competence](#)

IM OFFICER: Operational Communication

Demonstrates the ability to gather information effectively from multiple stakeholders and communicate to others clearly, efficiently, and on time

Behavioral Indicators: **Developing performer**

- Has a basic understanding of the different working environments and preferred communication styles.
- Exhibits a basic understanding of how to handle interactions with local and global partners, with the potential to further develop skills in managing partner interactions aligned with organizational objectives and values.
- Has a good knowledge of social media platforms and the audiences that they attract.

[Click to return to all levels for this competence](#)

IM OFFICER: Operational Communication

Demonstrates the ability to gather information effectively from multiple stakeholders and communicate to others clearly, efficiently, and on time

Behavioral Indicators: **Competent performer**

- Confidently demonstrates sensitivity towards the working environment and preferred communication style of stakeholders when gathering information.
- Is valued by ETC colleagues for supporting the operational environment through effective communication and information sharing.
- Confidently builds positive and trusting relationships with team members through effective communication.
- Demonstrates an awareness of how to communicate with local and global partners.
- Demonstrates a clear knowledge of social media platforms and the audiences that they attract.
- Demonstrates a track record of successful social media campaigns that effectively promote ETC missions and engage audiences, showcasing a high level of strategic communication.
- Takes a creative and storytelling approach in communication, crafting captivating narratives that inspire and engage the audience.

[Click to return to all levels for this competence](#)

IM OFFICER: Operational Communication

Demonstrates the ability to gather information effectively from multiple stakeholders and communicate to others clearly, efficiently, and on time

Behavioral Indicators: **Supervisor**

- Exhibits a heightened sensitivity and adaptability in understanding the diverse working environments and communication preferences of stakeholders.
- Demonstrates the ability to tailor information-gathering approaches to foster effective communication and collaboration.
- Enhances team collaboration and performance.
- Demonstrates strong leadership in building positive and trusting relationships with team members, fostering open and transparent communication channels that facilitate effective teamwork and employee engagement.
- Encourages the active use of Social Media of platforms to reach wider audiences.
- Promotes and encourages successful social media campaigns that effectively promote ETC missions and engage audiences, showcasing a high level of strategic communication.
- Promotes creative and storytelling approaches in communication, crafting captivating narratives that inspire and engage the audience.
- Enables IMO's in the field to reach the 'competent performer' level.

IM OFFICER: Monitoring & Evaluation

Effectively monitors outcomes ensuring reliable measurement and clear data

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IM OFFICER: Monitoring & Evaluation

Effectively monitors outcomes ensuring reliable measurement and clear data

Behavioral Indicators: **Early performer**

- Has a basic understanding of monitoring and evaluating requirements of ETC initiatives.
- Provides assistance to gather and organize large amounts of data.

[Click to return to all levels for this competence](#)

IM OFFICER: Monitoring & Evaluation

Effectively monitors outcomes ensuring reliable measurement and clear data

Behavioral Indicators: **Developing performer**

- Actively participates in monitoring and evaluating ETC initiatives, contributing valuable insights and feedback to support program improvement.
- Is able to monitor key performance indicators, collecting and analysing relevant data to measure program impact with supervision.

[Click to return to all levels for this competence](#)

IM OFFICER: Monitoring & Evaluation

Effectively monitors outcomes ensuring reliable measurement and clear data

Behavioral Indicators: **Competent performer**

- Positively contributes to monitoring and evaluating requirements of ETC initiatives.
- Has autonomy to track key performance indicators (e.g. locations and number of people who were affected by an emergency).
- Proactively ensures the mechanisms for monitoring and evaluation, including assessments and surveys.
- Possesses a high level of competence in monitoring and analysing emergency trends, promptly informing relevant stakeholders about emerging situations to facilitate timely decision-making.
- Exhibits a high level of competence in collecting, organizing, and managing large volumes of data efficiently. Demonstrates the ability to perform real-time data analysis to generate timely and actionable insights for decision-making.

[Click to return to all levels for this competence](#)

IM OFFICER: Monitoring & Evaluation

Effectively monitors outcomes ensuring reliable measurement and clear data

Behavioral Indicators: **Supervisor**

- Takes a proactive leadership role in contributing to the development and implementation of monitoring and evaluation strategies for ETC initiatives, ensuring alignment with organizational goals and objectives.
- Demonstrates advanced proficiency in tracking and analysing key performance indicators, leveraging data insights to inform decision-making and drive continuous improvement in ETC initiatives.
- Takes ownership of establishing and overseeing robust monitoring and evaluation mechanisms, utilizing assessments, surveys, and other data collection tools to monitor progress and impact effectively.
- Ensures capacity development to support the team members in collecting, organizing, and managing large volumes of data efficiently.
- Enables IMO's in the field to reach the 'competent performer' level.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES

Click on each button to go to the levels for each functional competency:

Community
Engagement

Project Management
/ Project
Implementation

Humanitarian
Understanding

In-country
fundraising

Monitoring and
evaluation skills

Inter-agency and
community
communication

Click to return to all ETC roles

SERVICES FOR COMMUNITIES: Community Engagement

Builds involvement and collaboration opportunities with under-connected communities

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

SERVICES FOR COMMUNITIES: Community Engagement

Builds involvement and collaboration opportunities with under-connected communities

Behavioral Indicators: **Early performer**

- Helps identify members and groups of the affected population that have the least connectivity and access to information and communication channels.
- Provides assistance in efforts to collect community data and identify the community needs.
- Supports assessments that enable collaboration and coordination across agencies and local actors.
- Joins facilitation groups and learns to build collaboration opportunities.
- Supports getting feedback from the communities using standard templates.
- Recognizes relevant stakeholders who can influence project outcomes.
- Becoming aware of the key concepts and terminologies related to people-centered programming.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Community Engagement

Builds involvement and collaboration opportunities with under-connected communities

Behavioral Indicators: **Developing performer**

- Is able to support identify and help set up safe and inclusive opportunities for connectivity, especially for those members of the affected population who are least served by the existing networks, platforms, and channels.
- Is able to identify the most pressing needs within the population and identify and co-design the solution using standard templates and approaches.
- Can identify relevant data related to the least connected/most vulnerable parts of the population in existing assessments.
- Can somewhat identify activities amongst partners, improving information access, exchange, and understanding how ETC can support those activities.
- Has a basic understanding of how to advocate and explain Services for communities to other agencies.
- Has a basic technical capacity to inform assessments with key questions and develop frameworks that enable collaboration and coordination across agencies and local actors.
- Demonstrates the ability to facilitate groups to build collaboration opportunities with supervision.
- Is able to get feedback from the communities to express their concerns and suggestions about services to them.
- Has the ability to identify all relevant stakeholders who can influence project outcomes, but successfully engage with them under supervision.
- Demonstrates a developing awareness and application of the key concepts and terminologies related to people-centred programming.

SERVICES FOR COMMUNITIES: Community Engagement

Builds involvement and collaboration opportunities with under-connected communities

Behavioral Indicators: **Competent performer**

- Demonstrates full capacity to collect primary and secondary data to identify the most pressing needs of connectivity within the population and co-design solutions to provide technical and technological access for them.
- Fully competent to autonomously identify relevant data related to the least connected/most vulnerable parts of the population in existing assessments.
- Confidently identify activities amongst partners, improving information access, exchange, and understanding how ETC can support those activities.
- Is fully able to advocate and explain Services for Communities in relation to AAP (Accountability to Affected Populations), CEA (Community Engagement and Accountability), and RCCE (Risk Communications and Community Engagement) to other clusters, govt representatives, and local organizations.
- Confidently demonstrates the technical capacity to inform assessments with key questions and develop frameworks that enable collaboration and coordination across agencies and local actors.
- Confidently facilitates groups to build collaboration opportunities autonomously.
- Proactively gets feedback from the communities and understands how to approach them and express their concerns and suggestions about services to them.
- Confidently identify and successfully engage with all relevant stakeholders who can influence project outcomes.
- Demonstrates awareness and applies key concepts and terminologies related to people-centred programming.

SERVICES FOR COMMUNITIES: Community Engagement

Builds involvement and collaboration opportunities with under-connected communities

Behavioral Indicators: **Supervisor**

- Demonstrates full capacity to collect primary and secondary data to identify the most pressing needs of connectivity within the population and co-design solutions to provide technical and technological access for them.
- Fully competent to make decisions based on relevant data related to the least connected/most vulnerable parts of the population in existing assessments.
- Confidently identify activities amongst partners, improving information access, exchange, and understanding how ETC can support those activities.
- Actively promotes advocacy and explains ETC's role towards community engagement and accountability to affected populations to other clusters, govt representatives, and local organizations.
- Empowers the team to develop key questioning that enables collaboration and coordination across agencies and local actors.
- Promotes facilitations to build collaboration opportunities with the communities.
- Proactively gets feedback from the communities and understands how to approach them and express their concerns and suggestions about services to them.
- Confidently identify and successfully engage with all relevant stakeholders who can influence project outcomes.
- Demonstrates and promotes awareness and use of the key concepts and terminologies related to people-centred programming (protection mainstreaming, gender, vulnerability, do no harm concepts, conflict sensitivity, among others).

SERVICES FOR COMMUNITIES: Project Management / Project Implementation

Supports and facilitates the design, development, and implementation, of assigned ETC projects and related activities at the global and field levels

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

SERVICES FOR COMMUNITIES: Project Management / Project Implementation

Supports and facilitates the design, development, and implementation, of assigned ETC projects and related activities at the global and field levels

Behavioral Indicators: **Early performer**

- Assists in the development of project plans when implementing community engagement initiatives.
- Basic understanding of policy, and the regional/national/local context.
- Learns how to build resilience to setbacks and pushbacks.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Project Management / Project Implementation

Supports and facilitates the design, development, and implementation, of assigned ETC projects and related activities at the global and field levels

Behavioral Indicators: **Developing performer**

- Demonstrates developing project management skills in implementing community engagement initiatives.
- Demonstrates ability to support problem-solving using a clear understanding of policy, the local context, and a clear continuous improvement emphasis.
- Is able to show resilience to setbacks and pushbacks in some situations.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Project Management / Project Implementation

Supports and facilitates the design, development, and implementation, of assigned ETC projects and related activities at the global and field levels

Behavioral Indicators: **Competent performer**

- Demonstrates mature project management skills in implementing community engagement initiatives.
- Supports an environment for problem-solving to flourish using a clear understanding of policy, the regional/national/local context, and a clear continuous improvement emphasis.
- Demonstrates resilience to setbacks and pushbacks.
- Ensure that all services for communities' projects have a monitoring and evaluation component.
- Confidently builds effective and lasting coalitions autonomously.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Project Management / Project Implementation

Supports and facilitates the design, development, and implementation, of assigned ETC projects and related activities at the global and field levels

Behavioral Indicators: **Supervisor**

- Demonstrates the use of advanced project management skills in implementing community engagement initiatives.
- Creates an environment for problem-solving to flourish using a clear understanding of policy, the local context, and a clear continuous improvement emphasis.
- Models' resilience and perseverance in the face of challenges, supporting team members through difficult situations and maintaining a positive and solution-oriented approach.
- Demonstrates a strong ability to establish strategic partnerships and collaborative relationships with key stakeholders, both within and outside of the cluster.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Humanitarian Understanding

Clear understanding of humanitarian principles and architecture

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

SERVICES FOR COMMUNITIES: Humanitarian Understanding

Clear understanding of humanitarian principles and architecture

Behavioral Indicators: **Early performer**

- Demonstrates a basic understanding of the country and context specifics and situation of the populations we serve, with a specific focus on the information ecosystem within the affected area.
- Demonstrates a basic understanding of cross-cutting services that support the wider humanitarian system.
- Demonstrates willingness to learn and be aware of new and innovative solutions for humanitarian services.
- Understands the ETC mandate within the humanitarian context.
- Understands the use of humanitarian data protection and privacy standards in accordance with the “do no digital harm” approach.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Humanitarian Understanding

Clear understanding of humanitarian principles and architecture

Behavioral Indicators: **Developing performer**

- Demonstrates a clear understanding of the country and context specifics and situation of the populations we serve, with a specific focus on the challenges in reach, coverage, and access to information within the affected area.
- Demonstrates a clear understanding of cross-cutting services that support the wider humanitarian system.
- Demonstrates the humility to celebrate and showcase the achievements of others that ETC may or may not have contributed towards.
- Constantly develops awareness of new, innovative solutions and seeks for being up to date with the latest trends.
- Considers humanitarian principles and provides assistance in resource planning.
- Supports the senior team to represent ETC in public humanitarian fora and advocate for its mandate, and present project ideas to achieve buy-in.
- Developing an understanding and use of humanitarian data protection and privacy standards in accordance with the “do no digital harm” approach.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Humanitarian Understanding

Clear understanding of humanitarian principles and architecture

Behavioral Indicators: **Competent performer**

- Confidently understands the country and context specifics and situation of the populations we serve, with a specific focus on the challenges and hurdles for the affected population to access, create, and share information.
- Has a deep understanding of cross-cutting services that support the wider humanitarian system and proactively fosters cross-collaboration.
- Demonstrates the humility to celebrate and showcase the achievements of others that ETC may or may not have contributed towards.
- Confidently demonstrates awareness of new, innovative solutions and is always up to date with the latest trends.
- Confidently demonstrates an active awareness and uses humanitarian principles in resource planning.
- Is able to represent ETC in public humanitarian fora, advocate for its mandate, and present project ideas to achieve buy-in autonomously.
- Confidently applies the humanitarian data protection and privacy standards in accordance with the “do no digital harm” approach.

SERVICES FOR COMMUNITIES: Humanitarian Understanding

Clear understanding of humanitarian principles and architecture

Behavioral Indicators: **Supervisor**

- Proactively stays updated on evolving country and contextual dynamics, leveraging this knowledge to make informed decisions and guide the team effectively.
- Takes a proactive role in promoting interdisciplinary cooperation and synergy between various teams and departments, fostering an integrated approach to address humanitarian challenges effectively.
- Encourages a culture of recognition and appreciation within the team, highlighting the successes and contributions of individuals and teams, regardless of their direct association with ETC.
- Actively seeks out innovative approaches and emerging trends in the humanitarian field, encouraging the team to explore and adopt new ideas and best practices.
- Integrates humanitarian principles into resource allocation and planning processes, ensuring that limited resources are distributed effectively and aligned with the organization's mission and values.
- Serves as a confident and articulate spokesperson for ETC in public forums, effectively advocating for its mission and engaging with external stakeholders to garner support for project ideas and initiatives.
- Promotes an understanding and application of the humanitarian data protection and privacy standards in accordance with the “do no digital harm” approach.

SERVICES FOR COMMUNITIES: In-country fundraising

Successfully undertakes strategic funding and donor outreach

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

SERVICES FOR COMMUNITIES: In-country fundraising

Successfully undertakes strategic funding and donor outreach

Behavioral Indicators: **Early performer**

- Has a basic understanding of how ETC operates in relation to other agencies.
- Has a basic understanding of the buckets of funding within the cluster and provides assistance to identify other clusters/agencies' budgets that serve S4C goals.
- Provides assistance to report to donors on ongoing and planned expenditures in a timely, detailed, and accurate fashion to ensure transparent and diligent fund management.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: In-country fundraising

Successfully undertakes strategic funding and donor outreach

Behavioral Indicators: **Developing performer**

- Demonstrates a sound knowledge of how ETC operates in relation to other agencies.
- Is able to identify some buckets of funding within other clusters/agencies' budgets that serve the Services for Communities goals.
- Can manage funds / grants for projects with supervision.
- Learns how to secure county sources of funding through other agencies, other actors, and sources.
- Is able to support reports to donors on ongoing and planned expenditures in a timely, detailed, and accurate fashion to ensure transparent and diligent fund management.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: In-country fundraising

Successfully undertakes strategic funding and donor outreach

Behavioral Indicators: **Competent performer**

- Fully understands how ETC operates in relation to other agencies.
- Confidently identifies buckets of funding within other clusters/agencies' budgets that serve S4C goals and proactively engage in negotiations.
- Demonstrates the ability to manage effectively manage funds/ grants for projects autonomously.
- Confidently secure in county sources of funding through other agencies, other actors, and sources.
- Confidently reports to donors on ongoing and planned expenditures in a timely, detailed, and accurate fashion to ensure transparent and diligent fund management.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: In-country fundraising

Successfully undertakes strategic funding and donor outreach

Behavioral Indicators: **Supervisor**

- Demonstrates a comprehensive understanding of not only how ETC operates but also the dynamics and collaborations with other humanitarian agencies, clusters, and stakeholders. Utilizes this knowledge to strategize and strengthen ETC's position within the broader humanitarian ecosystem.
- Exhibits a proactive approach to identifying potential funding opportunities from various sources, including other agencies and clusters. Demonstrates strong negotiation skills to secure funding that aligns with ETC's S4C objectives.
- Takes on a leadership role in managing funds and grants for projects, ensuring efficient allocation, utilization, and compliance with donor requirements.
- Actively explores and establishes additional sources of funding for ETC beyond traditional channels. Engages with various agencies, donors, and partners to secure county-specific funding to sustain and expand projects.
- Takes responsibility for donor reporting, ensuring that all financial reports are submitted promptly, accurately, and with a high level of detail. Ensures transparency and accountability in fund management to maintain donor trust and confidence.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Monitoring & Evaluation Skills

Effectively monitors and evaluates the impact of the services provided to communities

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

SERVICES FOR COMMUNITIES: Monitoring & Evaluation Skills

Effectively monitors and evaluates the impact of the services provided to communities

Behavioral Indicators: **Early performer**

- Demonstrates fast learning of how to monitor ETC outcomes within the communities with supervision.
- Provides assistance with reporting the M&E findings on a regular and timely basis.
- Provides assistance to create understandable and useable reports by decision-makers.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Monitoring & Evaluation Skills

Effectively monitors and evaluates the impact of the services provided to communities

Behavioral Indicators: **Developing performer**

- Has a basic understanding of how to monitor ETC outcomes and desired impact within the communities.
- Reports M&E findings on a regular and timely basis - according to defined reporting requirements.
- Is able to write informative M&E reports that are understandable and immediately useable by decision-makers.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Monitoring & Evaluation Skills

Effectively monitors and evaluates the impact of the services provided to communities

Behavioral Indicators: **Competent performer**

- Confidently demonstrates the ability to monitor ETC outcomes and desired impact.
- Fully competent to report M&E findings on a regular and timely basis - according to defined reporting requirements.
- Produces high-quality M&E reports independently, providing clear and concise insights that enable decision-makers to make informed choices and drive improvements.
- Demonstrates the ability to be perceptive and flexible by applying M&E findings to course-correct project activities when necessary.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Monitoring & Evaluation Skills

Effectively monitors and evaluates the impact of the services provided to communities

Behavioral Indicators: **Supervisor**

- Takes a proactive and strategic approach to monitoring ETC outcomes and impact, utilizing advanced metrics and evaluation methodologies to assess the effectiveness of projects and programs.
- Ensures that M&E findings are reported consistently and in a timely manner, adhering to established reporting requirements and presenting information in a comprehensive and actionable format.
- Ensures and provides guidance to the team on high-quality M&E reports.
- Demonstrates and promotes flexibility in adapting strategies to maximize project impact based on evaluation outcomes.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Inter-agency and community communication

Produces useful inter-agency and cluster communications and advocacy materials

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

SERVICES FOR COMMUNITIES: Inter-agency and community communication

Produces useful inter-agency and cluster communications and advocacy materials

Behavioral Indicators: **Early performer**

- Has a basic understanding of inter-agency engagement and communication.
- Has a basic understanding of how ETC/EWFP processes work.
- Demonstrates cultural awareness and sensitivity in communications.
- Has a basic level of writing both technical and non-technical pieces of communication.
- Seeks for a broader awareness of trend changes in the broader humanitarian landscape.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Inter-agency and community communication

Produces useful inter-agency and cluster communications and advocacy materials

Behavioral Indicators: **Developing performer**

- Engages in some inter-agency communications with supervision.
- Demonstrates a clear understanding of how ETC/WFP processes work.
- Demonstrates cultural awareness and sensitivity in all communications.
- Is somewhat able to write and communicate in a way that both technical and non-technical people can understand.
- Demonstrates the ability to identify trend changes in the broader humanitarian landscape.

[Click to return to all levels for this competence](#)

SERVICES FOR COMMUNITIES: Inter-agency and community communication

Produces useful inter-agency and cluster communications and advocacy materials

Behavioral Indicators: **Competent performer**

- Demonstrates the ability to build inter-agency engagement and communication.
- Confidently articulates the key benefits of the project to different stakeholders- (populations, inter-organization, and across humanitarian organizations and donors).
- Brings clarity to organizational procedures for cluster projects.
- Demonstrates a clear understanding of how ETC/WFP processes work and proactively articulates improvements.
- Demonstrates and promotes cultural awareness and sensitivity in all communications.
- Demonstrates exceptional communication skills, effectively conveying complex technical concepts in a clear and accessible manner for both technical and non-technical audiences.
- Confidently creates external communication pieces through news pieces/ videos to showcase services for communities' work.
- Confidently identifies trend changes in the broader humanitarian landscape and proposes adjustments in S4C / ETC strategy documents accordingly.

SERVICES FOR COMMUNITIES: Inter-agency and community communication

Produces useful inter-agency and cluster communications and advocacy materials

Behavioral Indicators: **Supervisor**

- Proactively fosters and strengthens collaborative relationships with various agencies and stakeholders within and outside the humanitarian sector. Demonstrates strong leadership in facilitating effective communication and coordination between different organizations.
- Exhibits exceptional communication skills in presenting the project's benefits to diverse stakeholders, tailoring the message to resonate with different groups, and influencing support and buy-in from all relevant parties.
- Provides clear guidance and ensures streamlined processes for cluster projects, making complex procedures understandable for team members and stakeholders, ultimately enhancing efficiency and effectiveness.
- Possesses an in-depth understanding of ETC/WFP processes and actively identifies opportunities for improvement, proposing innovative solutions to enhance organizational efficiency and effectiveness.
- Sets an example for cultural awareness and sensitivity, fostering an inclusive and respectful environment within the team and promoting diversity in all aspects of communication and engagement.
- Takes a proactive and forward-thinking approach to identify emerging trends and shifts in the humanitarian landscape. Initiates strategic adjustments to the S4C/ETC strategy documents to align with the evolving context and maximize impact.

EMERGENCY PREPAREDNESS

Click on each button to go to the levels for each functional competency:

Relationship Building

Implementation &
roll-out

Assessments
capability

Capacity
Development

Click to return to all ETC roles

EMERGENCY PREPAREDNESS: Relationship Building

Establishes and grows relationships with stakeholders and influences high-level stakeholders

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

EMERGENCY PREPAREDNESS: Relationship Building

Establishes and grows relationships with stakeholders and influences high-level stakeholders

Behavioral Indicators: **Early performer**

- Demonstrates a basic understanding of the need to demonstrate patience and actively listen to others.
- Basic understanding of the need to demonstrate cultural awareness and sensitivity in building relationships within the ETC context.
- Basic understanding of the need to adapt communication style and interpersonal working approach appropriately to fit the culture and context of the country.
- Basic understanding and developing skills to communicate effectively with colleagues.
- Basic understanding and developing the skills to collaborate and work in teams with colleagues.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Relationship Building

Establishes and grows relationships with stakeholders and influences high-level stakeholders

Behavioral Indicators: **Developing performer**

- Developing the ability to always demonstrate patience, and the ability to listen actively and to empathetically understand others.
- Developing understanding and awareness of the need to demonstrate cultural awareness and sensitivity in building working relationships in different contexts.
- Developing the ability to adapt communication style and interpersonal working approach appropriately to fit the culture and context of the country.
- Demonstrates the ability to contribute to communications and briefings.
- Developing the skills to collaborate and work in teams with others.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Relationship Building

Establishes and grows relationships with stakeholders and influences high-level stakeholders

Behavioral Indicators: **Competent performer**

- Demonstrates positive networking skills in building and maintaining client relationships.
- Actively demonstrates diplomacy and sensitivity in building relationships.
- Demonstrates the ability to adapt emergency preparedness communications appropriately to fit the context of the country.
- Confidently and effectively communicates key messages relating to emergency preparedness that builds understanding for clients and end-users.
- Actively builds stakeholder engagement through encouraging involvement and shared decision making.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Relationship Building

Establishes and grows relationships with stakeholders and influences high-level stakeholders

Behavioral Indicators: **Supervisor**

- Actively demonstrates and promotes effective networking skills to build and maintain client relationships.
- Actively demonstrates and promotes diplomacy and sensitivity in building relationships.
- Ensures that all emergency preparedness communications are adapted appropriately to fit the context of the country.
- Demonstrates and promotes effectively communicating key messages relating to emergency preparedness that builds understanding for clients and end-users.
- Confidently and effectively communicates to all ETC staff and partners and sets templates and frameworks for communications across the cluster.
- Ensures stakeholder engagement through actively encouraging involvement and shared decision making.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Implementation and roll-out

Supports and facilitates the design, implementation, development, and roll-out of assigned ETC preparedness and resilience projects and activities at the global and field levels

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

EMERGENCY PREPAREDNESS: Implementation and roll-out

Supports and facilitates the design, implementation, development, and roll-out of assigned ETC preparedness and resilience projects and activities at the global and field levels

Behavioral Indicators: **Early performer**

- Learns from others through observing the direct engagement with national, regional, and international agencies and partners including National Disaster Management Offices (NDMOs), Ministries of IT and Communications, Telecommunication Regulators, and other key actors in emergency telecommunications planning and preparedness activities.
- Learning how to demonstrate flexibility and adaptability during the implementation and rollout process.
- Observes regular contact and direct engagement with partners at the global, regional, and country levels.
- Observes and assists when appropriate in capacity building to guide stakeholders on the production of relevant tools, templates, and processes.
- Learning to understand telecommunication governance in the country in relation to the global telecommunication preparedness framework.
- Observes how the sustainability of the engagement post-ETC is undertaken with a view to doing so in the future.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Implementation and roll-out

Supports and facilitates the design, implementation, development, and roll-out of assigned ETC preparedness and resilience projects and activities at the global and field levels

Behavioral Indicators: **Developing performer**

- Supports engaging directly with national, regional, and international agencies and partners as required including National Disaster Management Offices (NDMOs), Ministries of IT and Communications, Telecommunication Regulators, and other actors in emergency telecommunications planning and preparedness activities.
- Demonstrates some flexibility and adaptability during the implementation and rollout process. This includes being willing to adjust the plan as needed and troubleshoot problems that arise.
- Maintain regular contact and direct engagement with team members and partners at the global, regional, and country levels.
- Assists in building capacity to guide stakeholders on the production of relevant tools, templates, and processes as required.
- Partially understands the telecommunication governance in the country in relation to the global telecommunication preparedness framework.
- Contributes to the approach to sustain the project/activity after ETC has left.

EMERGENCY PREPAREDNESS: Implementation and roll-out

Supports and facilitates the design, implementation, development, and roll-out of assigned ETC preparedness and resilience projects and activities at the global and field levels

Behavioral Indicators: **Competent performer**

- Engages directly with national, regional, and international agencies and partners when required including National Disaster Management Offices (NDMOs), Ministries of IT and Communications, Telecommunication Regulators, and other actors in emergency telecommunications planning and preparedness activities.
- Demonstrates flexibility and adaptability during the implementation and rollout process. This includes being willing to adjust the plan as needed and troubleshoot problems that arise.
- Supports regular contact and direct engagement with partners at the global, regional, and country levels.
- Assists in building the capacity to guide stakeholders on the production of relevant tools, templates, and processes.
- Encourages and supports the understanding of telecommunication governance in the country in relation to the global telecommunication preparedness framework, including key concepts of the telecom infrastructure government regulations.
- Supports and implements the plan to sustain the approach post-ETC engagement.
- Demonstrates the ability to work with governments and key actors to create clear ICT profiles and other crucial resources/materials.
- Assists in the development and implementation of the ETC data protection and privacy standards in accordance with the “do no digital harm” approach.

EMERGENCY PREPAREDNESS: Implementation and roll-out

Supports and facilitates the design, implementation, development, and roll-out of assigned ETC preparedness and resilience projects and activities at the global and field levels

Behavioral Indicators: **Supervisor**

- Fosters collaborative teamwork and promotes knowledge and information-sharing.
- Leads positive engagement and management with national, regional, and international agencies and partners including National Disaster Management Offices (NDMOs), Ministries of IT and Communications, Telecommunication Regulators, and other actors in emergency telecommunications planning and preparedness activities.
- Demonstrates and promotes flexibility and adaptability during the implementation and rollout process. This includes being willing to adjust the plan as needed and troubleshoot problems that arise.
- Consistently maintains regular contact and direct engagement with partners at the global, regional, and country levels setting the standard for engagement for others.
- Increases the capacity of the ETC to guide stakeholders on the production of relevant tools, templates, and processes.
- Ensures the understanding of telecommunication governance in the country in relation to the global telecommunication preparedness framework.
- Defines the approach to agreeing with others on how to ensure the sustainability of the engagement post-ETC is undertaken with a view to doing so in the future.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Assessments capability

Demonstrates the ability to identify problems, conduct assessments and prepare ICT profiles and other crucial information, resources, and tools

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

EMERGENCY PREPAREDNESS: Assessments capability

Demonstrates the ability to identify problems, conduct assessments and prepare ICT profiles and other crucial information, resources, and tools

Behavioral Indicators: **Early performer**

- Basic understanding of how to identify key problems in the context of the preparatory phase, emergency preparedness, and response.
- Learning the importance and application of accurate and real-time data in country/regional assessments.
- Provides assistance in organizing and delivering completed assessments on time.
- Basic understanding of how to elicit and use community-sourced and qualitative data in conducting assessments to support decision-making.
- Basic understanding of new approaches and trends in technologies.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Assessments capability

Demonstrates the ability to identify problems, conduct assessments and prepare ICT profiles and other crucial information, resources, and tools

Behavioral Indicators: **Developing performer**

- Can partially identify problems and draw critical connections and patterns (analytical thinking) between thematic issues in emergency preparedness and response.
- Is able to identify some of the critical needs in a changing context.
- Partially demonstrates the use of accurate and real-time data in assessments.
- Provides valuable analyses from qualitative data to enable decision-making.
- Is able to organize self and others to deliver assessments on time under supervision.
- Is able to elicit and use community and qualitative data in conducting assessments under supervision.
- Is able to actively engage self in learning new approaches and in understanding trends in technologies.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Assessments capability

Demonstrates the ability to identify problems, conduct assessments and prepare ICT profiles and other crucial information, resources, and tools

Behavioral Indicators: **Competent performer**

- Can autonomously identify problems and draw critical connections and patterns to solve problems.
- Proactively seeks, and utilizes, accurate and real-time data in assessments.
- Is fully competent to analyse qualitative data to enable decision-making autonomously.
- Is fully competent to organize self and others to deliver assessments on time without supervision.
- Demonstrates the ability to create clear and useable profiles autonomously.
- Proactively engages self and others in learning new approaches and in understanding trends in technologies.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Assessments capability

Demonstrates the ability to identify problems, conduct assessments and prepare ICT profiles and other crucial information, resources, and tools

Behavioral Indicators: **Supervisor**

- Models the need for effective problem-solving in assessments by identifying problems and drawing critical connections and patterns to solve problems.
- Demonstrates the need for all team members to proactively seek accurate and real-time data in assessments.
- Demonstrates high levels of competence in analysing qualitative data to enable decision-making and modelling this approach for the team to utilize.
- Is fully competent to organize self and others to deliver assessments on time, and effectively manages a team to deliver shared goals.
- Prepares others to be able to demonstrate the ability to create clear and useable assessments and country profiles autonomously.
- Sets the agenda for proactive engagement in learning new approaches and understanding trends in technologies.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Capacity Development

Ability to strengthen stakeholder knowledge in telecommunication resilience

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

EMERGENCY PREPAREDNESS: Capacity Development

Ability to strengthen stakeholder knowledge in telecommunication resilience

Behavioral Indicators: **Early performer**

- Observes the approach to capacity development for enhancing sustainability.
- Participates in learning, guided by the approach to learning through experimentation and error.
- Begins to demonstrate trust in the learning experience.
- Seeks out knowledge and information to enhance own learning experience.
- Learns about new and emerging technologies.
- Observes “Lessons Learned” sessions that pass learning onto others.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Capacity Development

Ability to strengthen stakeholder knowledge in telecommunication resilience

Behavioral Indicators: **Developing performer**

- Engages in the approach to capacity development for enhancing sustainability.
- Participates in learning, guided by the approach to learning through experimentation and error.
- Demonstrates trust in the learning experience.
- Shares knowledge and information to enhance the learning experience.
- Learns about new and emerging technologies.
- Participates in “Lessons Learned” sessions that pass learning onto others.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Capacity Development

Ability to strengthen stakeholder knowledge in telecommunication resilience

Behavioral Indicators: **Competent performer**

- Leads the implementation of the approach to capacity development that enhances sustainability.
- Supports the creation of a learning environment that allows people to learn through experimentation and error.
- Demonstrates high levels of trust in the learning experience.
- Shares knowledge and information to enhance the learning experience.
- Supports learning about new and emerging technologies.
- Confidently facilitates learning in groups and feedback skills both during and after simulation exercises.
- Creates and leads “Lessons Learned” sessions that pass learning onto others.

[Click to return to all levels for this competence](#)

EMERGENCY PREPAREDNESS: Capacity Development

Ability to strengthen stakeholder knowledge in telecommunication resilience

Behavioral Indicators: **Supervisor**

- Designs and implements the approach to capacity development that enhances sustainability.
- Stimulates learning in groups through skilled facilitation and feedback skills both during and after simulation exercises.
- Creates a learning environment that allows people to learn through experimentation and error.
- Demonstrates high levels of trust in the learning experience.
- Promotes the sharing of knowledge and information to enhance the learning experiences with a view to increasing the capacities of team members.
- Promotes learning about new and emerging technologies.
- Ensures that all ETC internal members and partners are involved in “Lessons Learned” sessions that pass learning onto others.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST

Click on each button to go to the levels for each functional competency:

SCS / telecoms
infrastructure
evaluation skills

SCS Implementation
skills

SCS System
Management skills

Emergency
Communication

SCS Technical
support skills

[Click to return to all ETC roles](#)

TELECOM SPECIALIST: SCS / telecoms infrastructure evaluation skills

Clearly evaluating and reporting on existing Security Communications Systems (SCS) and telecoms infrastructures

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

TELECOM SPECIALIST: SCS / telecoms infrastructure evaluation skills

Clearly evaluating and reporting on existing Security Communications Systems (SCS) and telecoms infrastructures

Behavioral Indicators: **Early performer**

- Demonstrates a basic understanding of the importance of an SCS in relation to staff safety.
- Demonstrates an understanding of the importance of communicating with operators and is learning how to meet their requirements.
- Provides assistance with producing system status and availability reports with guidance and supervision.
- Developing an understanding of the importance of a vendor-neutral to SCS design and implementation.
- Provides assistance with SCS and telecoms infrastructure evaluations with guidance and supervision.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS / telecoms infrastructure evaluation skills

Clearly evaluating and reporting on existing Security Communications Systems (SCS) and telecoms infrastructures

Behavioral Indicators: **Developing performer**

- Demonstrates an understanding of the importance of an SCS in relation to staff safety
- Demonstrates an understanding of the importance of communicating with ETC management and end users to understand their requirements doing so with guidance and supervision.
- Produces system status and availability reports of SCS with guidance and supervision.
- Assists in SCS and telecoms infrastructure evaluations with guidance and supervision.
- Demonstrates an understanding of the importance of maintaining a vendor-neutral approach to SCS design and implementation.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS / telecoms infrastructure evaluation skills

Clearly evaluating and reporting on existing Security Communications Systems (SCS) and telecoms infrastructures

Behavioral Indicators: **Competent performer**

- Demonstrates an understanding of the importance of an SCS for staff safety and considers this when working with an SCS.
- Confidently and effectively engages in communication with ETC management and end users to understand and meet their requirements.
- Ensures accurate system status and availability reports of SCS's are produced at intervals as established with the ICT Working Group.
- Demonstrates a methodical and clear approach to site assessments.
- Demonstrates a vendor-neutral understanding of technology related to SCS design and implementation.
- Conducts SCS and telecoms infrastructure evaluations based on a provided framework providing comprehensive and relevant SCS recommendations.
- Analyses frequency requirements and provides recommendations on how to align this with the available equipment and agreements with authorities in the country.

TELECOM SPECIALIST: SCS / telecoms infrastructure evaluation skills

Clearly evaluating and reporting on existing Security Communications Systems (SCS) and telecoms infrastructures

Behavioral Indicators: **Supervisor**

- Promotes an understanding across the Team of the importance of an SCS for staff safety.
- Proactively takes the lead in engaging with ETC Management and end-users, demonstrating exceptional communication skills to comprehensively understand and meet their requirements and concerns.
- Provides guidance to the team on how to timely provide accurate system status and availability reports of the SCS and follow-ups as necessary.
- Takes the lead in organizing and conducting SCS and telecoms infrastructure evaluations, providing a structured framework for thorough evaluation and documentation of assessment outcomes.
- Possesses an in-depth and vendor-neutral understanding of technology related to SCS design and implementation, enabling effective evaluation and decision-making that goes beyond specific vendor affiliations.
- Proactively analyses frequency requirements and provides recommendations on how to align this with available equipment and agreements with authorities in-county.

TELECOM SPECIALIST: SCS Implementation skills

Designing and implementing Security Communications Systems (SCS) in accordance with the United Nations {TESS+} Standards.

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

TELECOM SPECIALIST: SCS Implementation skills

Designing and implementing Security Communications Systems (SCS) in accordance with the United Nations {TESS+} Standards.

Behavioral Indicators: **Early performer**

- Demonstrates a basic understanding of Radio Frequency (RF) concepts and antenna technology.
- Demonstrates a basic understanding of {TESS+} standards providing implementation assistance with guidance and supervision.
- Demonstrates a basic understanding of technical skills related to radio technology and basic power systems, including terminating RF and power cable connections.
- Demonstrates an understanding of the importance of safe working practices, especially when working at heights.
- Demonstrates a basic knowledge of electrical power systems, including sustainable green power technology.
- Provides assistance with technical site assessments.
- Provides assistance with testing the implemented SCS.
- Provides assistance with documenting the implemented solutions (as-built).

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS Implementation skills

Designing and implementing Security Communications Systems (SCS) in accordance with the United Nations {TESS+} Standards.

Behavioral Indicators: **Developing performer**

- Demonstrates a basic knowledge of radio propagation and antenna technology.
- Demonstrates basic skills in ensuring frequencies and network availability connectivity with guidance and supervision.
- Demonstrates a basic understanding of {TESS+} standards and is able to implement an SCS with supervision.
- Demonstrates a basic knowledge of electrical power technology and communicates with electricians and engineers on power system design and implementation and seeks sustainable green power technology alternatives.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS Implementation skills

Designing and implementing Security Communications Systems (SCS) in accordance with the United Nations {TESS+} Standards.

Behavioral Indicators: **Competent performer**

- Demonstrates a comprehensive understanding of RF concepts and antenna technology and how this affects network coverage and performance.
- Demonstrates skill in conducting comprehensive technical site assessments utilizing a structured assessment framework based on TESS standards.
- Independently conducts methodical and comprehensive technical site assessments, ensuring sites are suitable for deployment of an SCS based on the {TESS+} standards and in accordance with the requirements. Coverages predictions and checks autonomously.
- Maintains current awareness of {TESS+} standards and proficiently implements robust and reliable SCS. For radio-based SCS, effectively implements a radio network with handheld, mobile, base and repeater installations based on these standards.
- Utilizes geographical assessment skills to make informed decisions on site selection.
- Effectively communicates with electricians and engineers on power system design and implementation and seeks sustainable green power technology alternatives.
- Tests SCS solution thoroughly to confirm that the system functions according to the requirements.
- Routinely demonstrates the application of safe working practices especially when working at heights.
- Demonstrates solid technical skills related to radio and power systems including terminating RF and power cable connections.
- Thoroughly documents implemented solutions (as-built) in a clear and accessible manner, to be used for both troubleshooting and handover of the system.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS Implementation skills

Designing and implementing Security Communications Systems (SCS) in accordance with the United Nations {TESS+} Standards.

Behavioral Indicators: **Supervisor**

- Demonstrates an advanced and comprehensive understanding of RF concepts and antenna technology.
- Takes the lead in organizing and conducting comprehensive technical site assessments providing a structured assessment framework based on TESS standards.
- Utilizes geographical assessment skills to make informed decisions on site selection.
- Maintains continuous awareness of {TESS+} standards and skilfully leads the implementation of SCS, setting a high standard for the team and ensuring multiple backup mechanisms.
- Consistently sets an example for safe working practices ensuring that these practices are adhered to.
- Make well-informed decisions regarding network infrastructure and necessary equipment.
- Ensures that the implemented SCS solution is thoroughly tested and that this practice is maintained by the team.
- Proactively pioneers the capability to generate sustainable green power with external sources and partners, contributing significantly to environmentally conscious practices.
- Leads the documentation of implemented solutions (as built) ensuring that sufficient documentation is available for troubleshooting and system handover.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS System Management skills

Efficiently planning and managing SCS systems

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

TELECOM SPECIALIST: SCS System Management skills

Efficiently planning and managing SCS systems

Behavioral Indicators: **Early performer**

- Demonstrates a basic understanding of continuous monitoring and periodic checks of SCS systems.
- Provides assistance with keeping the system documentation relevant and up-to-date.
- Supports system availability and equipment performance through troubleshooting with guidance and supervision.
- Demonstrates a basic understanding of electrical knowledge for backup power installation.
- Provides assistance with the creation and validation of emergency and business continuity plans.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS System Management skills

Efficiently planning and managing SCS systems

Behavioral Indicators: **Developing performer**

- Demonstrates a basic ability to monitor and run periodic checks of the SCS.
- Keeps the system documentation relevant and up to date with guidance and supervision.
- Supports system availability and equipment performance through troubleshooting.
- Supports system availability and equipment performance through troubleshooting.
- Supports the creation and validation of emergency and business continuity plans.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS System Management skills

Efficiently planning and managing SCS systems

Behavioral Indicators: **Competent performer**

- Takes a proactive approach to continuously monitoring and conducting regular checks on SCS systems.
- Regularly maintain and conduct testing on the cache of radio equipment, including reach-back to SOC, and intra-team communications.
- Thoroughly documents implemented solutions (as-built) in a clear and accessible manner for easy comprehension by others.
- Confidently and autonomously demonstrates the ability to test and maintain system availability and equipment performance deploying proficient troubleshooting.
- Possesses expertise to autonomously install backup power systems.
- Engages in collaborative initiatives and makes valuable contributions to emergency and business continuity plans.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS System Management skills

Efficiently planning and managing SCS systems

Behavioral Indicators: **Supervisor**

- Promotes a proactive culture among team members in continuously monitoring and overseeing regular checks of SCS systems, taking the lead in maintaining operational efficiency.
- Takes the lead in regularly maintaining and overseeing testing on the cache of radio equipment, facilitating reach-back to SOC, and fostering seamless intra-team communications.
- Leads the documentation of implemented solutions (as-built), ensuring clarity and accessibility for others to understand and follow.
- Autonomously ensures the availability of frequencies and network connectivity, providing guidance and training to the team.
- Takes the lead in testing and maintaining high system availability and optimal equipment performance through troubleshooting skills.
- Strategically orchestrates the establishment of multiple backup mechanisms, ensuring a high degree of redundancy across critical systems.
- Demonstrates expert-level electrical proficiency, autonomously overseeing the installation of backup power systems, encompassing batteries, solar panels, and safety protocols.
- Champions collaborative initiatives and plays a pivotal role in making substantial contributions to the enhancement of emergency and business continuity plans.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: Emergency Communication

Providing emergency communication capabilities when required

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

TELECOM SPECIALIST: Emergency Communication

Providing emergency communication capabilities when required

Behavioral Indicators: **Early performer**

- Demonstrates a basic understanding of the communication equipment required within the emergency context.
- Provides assistance with the creation of emergency and business continuity plans.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: Emergency Communication

Providing emergency communication capabilities when required

Behavioral Indicators: **Developing performer**

- Conduct tests on the emergency communications equipment in the field with guidance and supervision.
- Designs and implements battery and power backup systems with guidance and supervision.
- Supports the creation and validation of emergency and business continuity plans.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: Emergency Communication

Providing emergency communication capabilities when required

Behavioral Indicators: **Competent performer**

- Regularly maintain and conduct testing on the cache of Emergency Communications radio equipment, including reach-back to SOC, and intra-team comms.
- Engage in collaborative efforts and make valuable contributions to Emergency and Business continuity plans.
- Strategically establish multiple backup mechanisms to ensure redundancy.
- Proficiently designs and implements battery and power backup systems.
- Apply the PACE principle to power management, encompassing Grid power, Generator, Fixed Batteries, and Portable batteries.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: Emergency Communication

Providing emergency communication capabilities when required

Behavioral Indicators: **Supervisor**

- Takes the lead in regularly maintaining and overseeing testing on the cache of Emergency Communications radio equipment, facilitating reach-back to SOC, and fostering seamless intra-team communication.
- Champions collaborative initiatives and plays a pivotal role in making substantial contributions to the enhancement of Emergency and Business continuity plans.
- Strategically orchestrates the establishment of multiple backup mechanisms, ensuring a high degree of redundancy across critical systems.
- Leads the design and implementation of battery and power backup systems with proficiency, setting the standard for robust and reliable power solutions.
- Applies the PACE principle adeptly to power management, encompassing Grid power, Generator, Fixed Batteries, and Portable batteries, and providing a comprehensive strategy for power availability.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS Technical support skills

Providing Telecom technical support and operational guidelines and developing clear and effective Standard Operating Procedures (SOPs) with partners

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

TELECOM SPECIALIST: SCS Technical support skills

Providing Telecom technical support and operational guidelines and developing clear and effective Standard Operating Procedures (SOPs) with partners

Behavioral Indicators: **Early performer**

- Demonstrates a basic understanding of equipment operation and procedures.
- Provides assistance to help-desk provision.
- Demonstrates a basic understanding of security and how to disable lost/missing units.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS Technical support skills

Providing Telecom technical support and operational guidelines and developing clear and effective Standard Operating Procedures (SOPs) with partners

Behavioral Indicators: **Developing performer**

- Demonstrates understanding of equipment operation and procedures and applies this in the tasks of technical assistance with guidance and supervision.
- Follows the ETC help-desk standards.
- Demonstrates a basic understanding of security and how to disable/enable lost or missing units.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS Technical support skills

Providing Telecom technical support and operational guidelines and developing clear and effective Standard Operating Procedures (SOPs) with partners

Behavioral Indicators: **Competent performer**

- Provides end-user training on the correct operation of equipment and appropriate procedures.
- Effectively communicates ETC's scope of support, operational guidelines, and available alternatives.
- Demonstrates proficiency in offering help desk support services.
- Conducts training for security personnel on disabling lost or missing units.
- Extends support to partners, fostering a culture of sustainability and mutual assistance.

[Click to return to all levels for this competence](#)

TELECOM SPECIALIST: SCS Technical support skills

Providing Telecom technical support and operational guidelines and developing clear and effective Standard Operating Procedures (SOPs) with partners

Behavioral Indicators: **Supervisor**

- Leads end-user training sessions on the correct operation of equipment and appropriate procedures, ensuring team members are well-equipped.
- Effectively and autonomously communicates the broader scope of ETC's support, operational guidelines, and alternative options, setting a standard for comprehensive communication.
- Demonstrates advanced proficiency in managing and enhancing help desk support services, taking a leadership role in optimizing assistance to users.
- Proactively extends support to partners, cultivating a culture of sustainability and mutual assistance that resonates throughout the team and beyond.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST

Click on each button to go to the levels for each functional competency:

LAN, WLAN, and
WAN implementation
skills

Technical
maintenance and
security

Technical support

Capacity
Development

Standard Operational
Procedures (SOP)
Development

[Click to return to all ETC roles](#)

IT / NETWORKING SPECIALIST: LAN, WLAN, and WAN implementation skills

Developing and implementing LAN, WLAN and WAN functionalities and VSAT stations

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IT / NETWORKING SPECIALIST: LAN, WLAN, and WAN implementation skills

Developing and implementing LAN, WLAN and WAN functionalities and VSAT stations

Behavioral Indicators: **Early performer**

- Provides assistance with technical site assessments.
- Demonstrates a basic understanding of networking and VSAT technology and design in an emergency context, and the importance of a vendor-neutral approach to network implementation.
- Demonstrates emerging technical skills related to wireless and VSAT technology and basic power systems, including terminating data and power cable connections.
- Demonstrates an understanding of the importance of safe working practices, especially when working at heights.
- Demonstrates growing knowledge of electrical power systems, including sustainable green power technology.
- Provides assistance with documenting the implemented solutions (as-built).

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: LAN, WLAN, and WAN implementation skills

Developing and implementing LAN, WLAN and WAN functionalities and VSAT stations

Behavioral Indicators: **Developing performer**

- Demonstrates the ability to conduct technical site assessments with supervision and guidance.
- Demonstrates an emerging understanding of networking and VSAT technology and design while maintaining a vendor-neutral approach to network implementation.
- Demonstrates technical skills related to VSAT, network and power systems including terminating data and power cable connections with limited supervision and guidance.
- Demonstrates the application of safe working practices, especially when working at heights, with limited supervision and guidance.
- Demonstrates growing knowledge of electrical power technology and communicates with electricians and engineers on power system design and implementation and seeks sustainable green power technology alternatives.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: LAN, WLAN, and WAN implementation skills

Developing and implementing LAN, WLAN and WAN functionalities and VSAT stations

Behavioral Indicators: **Competent performer**

- Demonstrates skill in conducting comprehensive technical site assessments.
- Demonstrates a deep understanding of networking and VSAT technology and design while maintaining a vendor-neutral approach to network implementation.
- Demonstrates solid technical skills related to VSAT, network and power systems including terminating data and power cable connections.
- Routinely demonstrates the application of safe working practices especially when working at heights.
- Effectively communicates with electricians and engineers on power system design and implementation and seeks sustainable green power technology alternatives.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: LAN, WLAN, and WAN implementation skills

Developing and implementing LAN, WLAN and WAN functionalities and VSAT stations

Behavioral Indicators: **Supervisor**

- Leverages site assessments not only as tools for evaluation but as strategic insights to envision and plan for future improvements and innovations.
- Takes initiative to pre-emptively identify and address technical challenges, fostering a culture of creative thinking and problem-solving within the team.
- Demonstrates an advanced and comprehensive understanding of networking technologies and design, translating this expertise into informed decisions that steer the team toward optimal technological solutions.
- Leads the team with a vendor-neutral mindset, encouraging diverse perspectives and approaches to network implementation that reflect inclusivity and innovation.
- Proactively pioneers the capability to generate sustainable green power with external sources and partners, contributing significantly to environmentally conscious practices.
- Leads by example in technical skills related to VSAT, network and power systems including terminating data and power cable connections, encouraging the team to elevate their skills and attention to detail.
- Consistently sets an example for safe working practices ensuring that these practices are adhered to.

IT / NETWORKING SPECIALIST: Technical maintenance and security

Effective technical maintenance and performance reliability

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IT / NETWORKING SPECIALIST: Technical maintenance and security

Effective technical maintenance and performance reliability

Behavioral Indicators: **Early performer**

- Demonstrates an understanding of the importance of implementing a structured approach to maintenance and performance testing.
- Demonstrates an understanding of the importance of implementing processes to reliably manage asset and equipment control.
- Demonstrates an understanding of the importance of implementing a process to document physical installations, network diagrams, and the location of equipment.
- Demonstrates an understanding of the importance of implementing and maintaining secure networks.
- Assists with map reading and location-finding using a compass or other available technologies.
- Demonstrates an understanding of the importance of implementing a vendor-neutral approach to network troubleshooting.
- Observes conversations with electricians and engineers on power system troubleshooting.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Technical maintenance and security

Effective technical maintenance and performance reliability

Behavioral Indicators: **Developing performer**

- Demonstrates a basic ability to implement a structured approach to maintenance and performance testing with guidance and supervision.
- Demonstrates a basic ability to implement processes to reliably manage asset and equipment control with guidance and supervision.
- Demonstrates emerging ability to implement a process to document installation, network diagrams, and the location of equipment with guidance and supervision.
- Demonstrates the ability to implement and maintain secure networks with guidance and supervision.
- Demonstrates basic map reading and location-finding skills using a compass or other available technologies.
- Demonstrates a vendor-neutral approach to network troubleshooting.
- Contributes to conversations with electricians and engineers on power system troubleshooting.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Technical maintenance and security

Effective technical maintenance and performance reliability

Behavioral Indicators: **Competent performer**

- Demonstrates the ability to implement a structured approach to maintenance and performance testing.
- Demonstrates the ability to implement processes to reliably manage asset and equipment control.
- Demonstrates the ability to implement a process to document installation, network diagrams, and the location of equipment.
- Demonstrates the ability to implement and maintain secure networks.
- Demonstrates advanced map reading and location-finding skills using a compass or other available technologies.
- Demonstrates a vendor-neutral approach to network troubleshooting.
- Conducts useful conversations with electricians and engineers on power system troubleshooting.
- Demonstrates the ability to effectively configure and deploy point-to-point links and external equipment, including emergency maintenance.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Technical maintenance and security

Effective technical maintenance and performance reliability

Behavioral Indicators: **Supervisor**

- Designs and implements a structured approach to maintenance and performance testing.
- Designs and implements processes to reliably manage asset and equipment control.
- Designs and implements a process to document installation, network diagrams, and the location of equipment.
- Ensures the ability to implement and maintain secure networks.
- Ensures map reading and location-finding skills across the team using a compass or other available technologies.
- Promotes a vendor-neutral approach to network troubleshooting within the team.
- Encourages conversations with electricians and engineers on power system troubleshooting.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Technical support

Developing and delivering effective help desk facilities and technical support

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IT / NETWORKING SPECIALIST: Technical support

Developing and delivering effective help desk facilities and technical support

Behavioral Indicators: **Early performer**

- Demonstrates an understanding of the importance of sharing information or supporting similar operations.
- Demonstrates an understanding of the importance of situational awareness of ICT systems and monitoring.
- Provides assistance with the delivery of support to local ICT Teams.
- Provides assistance with the operationalization of help desk facilities.
- Demonstrates an understanding of the importance of a "solution-oriented" approach to technical support.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Technical support

Developing and delivering effective help desk facilities and technical support

Behavioral Indicators: **Developing performer**

- Demonstrates willingness to share information or support similar operations with guidance and supervision.
- Demonstrates a basic situational awareness of ICT systems and monitoring.
- Demonstrates emerging ability to deliver support to local ICT Teams with guidance and supervision.
- Demonstrates the ability to build and operationalize effective help desk facilities with guidance and supervision.
- Demonstrates a "solution-oriented" approach to technical support.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Technical support

Developing and delivering effective help desk facilities and technical support

Behavioral Indicators: **Competent performer**

- Demonstrates willingness to share information or support similar operations.
- Demonstrates accurate situational awareness of ICT systems and monitoring.
- Demonstrates the ability to deliver support to local ICT Teams.
- Demonstrates the ability to build and operationalize effective help desk facilities.
- Consistently demonstrates a "solution-oriented" approach to technical support.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Technical support

Developing and delivering effective help desk facilities and technical support

Behavioral Indicators: **Supervisor**

- Promotes a whole team willingness to share information or support similar operations.
- Ensures accurate situational awareness of ICT systems and monitoring across the team.
- Agrees, designs, and delivers support to local ICT Teams.
- Takes the lead in designing, building, and operationalizing effective help desk facilities.
- Promotes a "solution-oriented" approach to technical support within the team.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Capacity Development

Supporting capacity development in others

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IT / NETWORKING SPECIALIST: Capacity Development

Supporting capacity development in others

Behavioral Indicators: **Early performer**

- Provides assistance with the handing over to and coaching of incoming staff.
- Provides assistance with the training of local staff and the preparation for handing over the ETC role.
- Provides assistance with capacity building in partners and local actors to ensure sustainability.
- Demonstrates an understanding of the importance of being able to clearly explain the network using documentation of networks, equipment, and configuration.
- Demonstrates an understanding of the importance of engaging in learning, knowledge capture, and continuous improvement.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Capacity Development

Supporting capacity development in others

Behavioral Indicators: **Developing performer**

- Demonstrates the ability to hand over to and coach incoming staff with guidance and supervision.
- Demonstrates a basic ability to support the training of local staff and to be prepared to hand over the ETC role.
- Demonstrates emerging ability to support capacity building in partners and local actors to ensure sustainability with guidance.
- Demonstrates a basic ability to clearly explain the network using documentation of networks, equipment, and configuration with guidance and supervision.
- Demonstrates engagement in learning, knowledge capture, and continuous improvement.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Capacity Development

Supporting capacity development in others

Behavioral Indicators: **Competent performer**

- Demonstrates the ability to efficiently and effectively hand over to and coach incoming staff.
- Demonstrates the ability to train local staff and to be prepared to hand over the ETC role.
- Demonstrates the ability to build capacity in partners and local actors to ensure sustainability of the operation.
- Demonstrates the ability to clearly explain the network using documentation of networks, equipment, and configuration.
- Demonstrates a focus on learning, knowledge capture and continuous improvement.
- Demonstrates the ability to identify suitable local candidates to train and hand over to.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: Capacity Development

Supporting capacity development in others

Behavioral Indicators: **Supervisor**

- Designs an approach for efficiently and effectively handing over to and coaching incoming staff.
- Designs an approach to training local staff and to be prepared to hand over the ETC role.
- Designs an approach to capacity building in partners and local actors to ensure sustainability.
- Ensures the ability to clearly explain the network using documentation of networks, equipment, and configuration.
- Leads by example with a focus on learning, knowledge capture and continuous improvement and instils this mindset in the team.
- Develops an approach to identify suitable local candidates to train and hand over to.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: SOP Development

Agreeing and developing SOPs with Partners

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

IT / NETWORKING SPECIALIST: SOP Development

Agreeing and developing SOPs with Partners

Behavioral Indicators: **Early performer**

- Demonstrates an understanding of the importance of agreeing to and documenting mission specific SOPs, referring to agreed policy and standard SOP practices.
- Demonstrates a developing understanding of network policies.
- Demonstrates an understanding of the importance of accuracy in the documentation of all changes to SOPs including handover notes for future use.
- Observes negotiations of SOPs with relevant partners/supplier.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: SOP Development

Agreeing and developing SOPs with Partners

Behavioral Indicators: **Developing performer**

- Demonstrates a basic ability to agree and document mission specific SOPs, referring to agreed policy and standard SOP practices with guidance and supervision.
- Demonstrates a basic understanding of network policies.
- Demonstrates emerging accuracy in the documentation of all changes to SOP's including handover notes for future use.
- Demonstrates emerging skills to effectively negotiate SOPs with relevant partners/suppliers with guidance and supervision.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: SOP Development

Agreeing and developing SOPs with Partners

Behavioral Indicators: **Competent performer**

- Demonstrates the ability to agree and document mission-specific SOPs, referring to agreed policy and standard SOP practices.
- Demonstrates a clear understanding of network policies.
- Demonstrates accurate documentation of all changes to SOPs including handover notes for future use.
- Demonstrates the skills to effectively negotiate SOPs with relevant partners/suppliers.

[Click to return to all levels for this competence](#)

IT / NETWORKING SPECIALIST: SOP Development

Agreeing and developing SOPs with Partners

Behavioral Indicators: **Supervisor**

- Designs the approach to agreeing on and documenting mission-specific SOPs, referring to agreed policy and standard SOP practices.
- Promotes a clear understanding of network policies.
- Takes the lead in providing accurate documentation of all changes to SOP's including hand over notes for future use.
- Ensures and promotes the effective negotiation of SOPs with relevant partners/suppliers.

[Click to return to all levels for this competence](#)

USER SUPPORT

Click on each button to go to the levels for each functional competency:

User Communication

Assessment &
Analysis

Help Desk
Implementation

System Security

Support Planning &
Provision

Click to return to all ETC roles

USER SUPPORT: User communciation

Communicate clearly both verbally and in writing, transforming technical terminology into easily understood language

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

USER SUPPORT: User communciation

Communicate clearly both verbally and in writing, transforming technical terminology into easily understood language

Behavioral Indicators: **Early performer**

- Learning to develop an open-minded approach when considering issues and possible solutions.
- Demonstrates emerging active listening skills and the willingness to listen to and understand others.
- Learning the importance of taking ownership of clear communications.
- Learning the ability to explain technical issues to non-technical staff.
- Demonstrates an understanding on the process of collecting all relevant information for documentation.

[Click to return to all levels for this competence](#)

USER SUPPORT: User communciation

Communicate clearly both verbally and in writing, transforming technical terminology into easily understood language

Behavioral Indicators: **Developing performer**

- Demonstrates developing an open-minded approach when considering issues and possible solutions.
- Demonstrates basic active listening skills and the willingness to listen to and understand others.
- Demonstrates beginning to take ownership of clear communications and an emerging ability to outline next steps and outcomes with support and supervision.
- Demonstrates a basic ability to explain technical issues to non-technical staff.
- Collects all relevant information for documentation with guidance and supervision.
- Provides support to other UN agencies, Partners, and NGOs as required, with guidance and supervision.

[Click to return to all levels for this competence](#)

USER SUPPORT: User communciation

Communicate clearly both verbally and in writing, transforming technical terminology into easily understood language

Behavioral Indicators: **Competent performer**

- Demonstrates an open-minded approach when considering issues and possible solutions.
- Demonstrates active listening skills and the willingness to listen to and understand others.
- Demonstrates clearly taking ownership of the importance of clear communications and the ability to clearly outline next steps and outcomes.
- Demonstrates the ability to explain technical issues to non-technical staff.
- Collects all relevant information for documentation.
- Provides support to other UN agencies, Partners, and NGOs as required.

[Click to return to all levels for this competence](#)

USER SUPPORT: User communciation

Communicate clearly both verbally and in writing, transforming technical terminology into easily understood language

Behavioral Indicators: **Supervisor**

- Sets and example of and encourages the team to be open-minded when considering issues and possible solutions.
- Demonstrates and promotes active listening skills and the willingness to listen to and understand others.
- Encourages all and personally demonstrates clearly taking ownership of the importance of clear communications and the ability to outline next steps and outcomes.
- Sets and example of and provides guidance to the team on how to clearly explain technical issues to non-technical staff.
- Ensures all relevant information for documentation is collected by the team.
- Proactively provides support to other UN agencies, Partners, and NGOs.

[Click to return to all levels for this competence](#)

USER SUPPORT: Assessment and Analysis

Providing support in a structured and innovative way, while analysing and combining information about the support itself

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

USER SUPPORT: Assessment and Analysis

Providing support in a structured and innovative way, while analysing and combining information about the support itself

Behavioral Indicators: **Early performer**

- Demonstrates emerging skills in using structured and innovative approaches to problem-solving and resolution.
- Demonstrating an understanding of the importance of communicating with clarity and honesty about possibilities without over-promising.
- Learning to understand user's issues, as well as "signal flow" within systems, and uses this to narrow down the cause of faults.
- Learning the ability to analyse problems and escalate as appropriate.
- Learning the ability to analyse and combine information collected from different information sources.

[Click to return to all levels for this competence](#)

USER SUPPORT: Assessment and Analysis

Providing support in a structured and innovative way, while analysing and combining information about the support itself

Behavioral Indicators: **Developing performer**

- Demonstrates basic skills in using structured and innovative approaches to problem-solving and resolution.
- Demonstrates communicating with clarity and honesty about possibilities without over-promising with guidance and supervision.
- Demonstrates an emerging ability to understand user's issues, as well as "signal flow" within systems, and uses this to narrow down the cause of faults.
- Demonstrates a basic ability to analyse problems and escalate as appropriate, with guidance and supervision.
- Demonstrates a basic ability to analyse and combine information collected from different information sources.

[Click to return to all levels for this competence](#)

USER SUPPORT: Assessment and Analysis

Providing support in a structured and innovative way, while analysing and combining information about the support itself

Behavioral Indicators: **Competent performer**

- Demonstrates using structured and innovative approaches to problem-solving and resolution.
- Demonstrates communicating with clarity and honesty about possibilities without over-promising.
- Demonstrates an ability to understand user's issues, as well as "signal flow" within systems, and uses this to narrow down the cause of faults.
- Demonstrates the ability to analyse problems and escalate as appropriate.
- Demonstrates the ability to analyse and combine information collected from different information sources.

[Click to return to all levels for this competence](#)

USER SUPPORT: Assessment and Analysis

Providing support in a structured and innovative way, while analysing and combining information about the support itself

Behavioral Indicators: **Supervisor**

- Develops and implements structured and innovative approaches to problem-solving and resolution.
- Sets an example of, and ensures the team communicates with clarity and honesty about possibilities without over-promising.
- Promotes the understanding of user's issues, as well as "signal flow" within systems, and uses this to narrow down the cause of faults.
- Supports the team with analysing problems and escalation as appropriate.
- Designs processes to analyse and combine information collected from different information sources.

[Click to return to all levels for this competence](#)

USER SUPPORT: Help Desk Implementation

Implementing and maintaining a helpdesk system to support users, while recording and tracking requests, and generate necessary reports about helpdesk activities

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

USER SUPPORT: Help Desk Implementation

Implementing and maintaining a helpdesk system to support users, while recording and tracking requests, and generate necessary reports about helpdesk activities

Behavioral Indicators: **Early performer**

- Learning to understand the current context and the needs of all users of the helpdesk in ever-changing circumstances.
- Learning to build user awareness and access to HD services.
- Learning the ability to build support help desk response through clear and measurable ticketing systems and defined escalation paths.
- Learning the importance of taking ownership, communicating status, and clearly outlining next steps.

[Click to return to all levels for this competence](#)

USER SUPPORT: Help Desk Implementation

Implementing and maintaining a helpdesk system to support users, while recording and tracking requests, and generate necessary reports about helpdesk activities

Behavioral Indicators: **Developing performer**

- Demonstrates emerging ability to understand the current context and the needs of all users of the Helpdesk in ever-changing circumstances with guidance.
- Demonstrates emerging ability to build user awareness and access to HD services with guidance.
- Demonstrates emerging ability to support efficient help desk response through clear and measurable ticketing systems and defined escalation paths with
- Demonstrates the ability to create easy and understandable access to support.
- Demonstrates developing ability to take ownership, communicate status and clearly outline next steps with support and guidance.

[Click to return to all levels for this competence](#)

USER SUPPORT: Help Desk Implementation

Implementing and maintaining a helpdesk system to support users, while recording and tracking requests, and generate necessary reports about helpdesk activities

Behavioral Indicators: **Competent performer**

- Demonstrates the ability to understand the current context and the needs of all users of the Helpdesk in ever-changing circumstances.
- Demonstrates the ability to build user awareness and access to HD services.
- Demonstrates the ability to build efficient help desk response through clear and measurable ticketing systems and defined escalation paths.
- Demonstrates the ability to create easy and understandable access to support.
- Demonstrates taking ownership, communicating status, and clearly outlining next steps.
- Demonstrates the ability to leverage "personal networks" to find answers to support issues.

[Click to return to all levels for this competence](#)

USER SUPPORT: Help Desk Implementation

Implementing and maintaining a helpdesk system to support users, while recording and tracking requests, and generate necessary reports about helpdesk activities

Behavioral Indicators: **Supervisor**

- Ensures the team understands the current context and the needs of helpdesk users in ever-changing circumstances.
- Actively promotes user awareness of and access to helpdesk services.
- Takes the lead in designing and implementing an effective helpdesk mechanism, with a clear and measurable ticketing system and clearly defined escalation paths.
- Designs and implements easy understandable processes to access support.
- Ensures all helpdesk staff takes ownership of issues, clearly outlines next steps, and keeps users informed of the status of the issue.
- Promotes leveraging "personal networks" to find answers to support issues.

[Click to return to all levels for this competence](#)

USER SUPPORT: System Security

Ensuring all network security-related standards are implemented, and where needed remediated

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

USER SUPPORT: System Security

Ensuring all network security-related standards are implemented, and where needed remediated

Behavioral Indicators: **Early performer**

- Demonstrating an understanding of the importance of assisting with monitoring, response, and remediation of network security related issues.
- Demonstrating an understanding of the importance of implementing and maintaining solutions that are compliant with agency and ETC IT security standards.
- Demonstrating an understanding of the importance of ensure protection from cybersecurity risks.
- Demonstrating an understanding of the importance of compliance with system security.

[Click to return to all levels for this competence](#)

USER SUPPORT: System Security

Ensuring all network security-related standards are implemented, and where needed remediated

Behavioral Indicators: **Developing performer**

- Demonstrates an emerging ability and willingness to assist with monitoring, response, and remediation of security incidents, with guidance and supervision.
- Demonstrates a basic ability to implement and maintain solutions that are compliant with agency and ETC IT security standards, with guidance and supervision.
- Demonstrates a basic ability to protect users and systems from cybersecurity risks, with guidance and supervision.
- Demonstrates an understanding of, and compliance with system security.

[Click to return to all levels for this competence](#)

USER SUPPORT: System Security

Ensuring all network security-related standards are implemented, and where needed remediated

Behavioral Indicators: **Competent performer**

- Demonstrates an ability and willingness to assist with monitoring, response to, and remediation of security incidents.
- Demonstrates the ability to implement and maintain solutions that are compliant with agency and ETC IT security standards.
- Demonstrates the ability to protect users and systems from cybersecurity risks.
- Demonstrates the ability to communicate an understanding of, and compliance with, system security processes and standards.

[Click to return to all levels for this competence](#)

USER SUPPORT: System Security

Ensuring all network security-related standards are implemented, and where needed remediated

Behavioral Indicators: **Supervisor**

- Promotes the team to assist with monitoring, response to, and remediation of security incidents.
- Designs processes to implement and maintain solutions that are compliant with agency and ETC IT security standards.
- Builds the ability in the team to protect users and systems from cybersecurity risks.
- Sets and example of and promotes a culture of compliance with cybersecurity processes and standards across staff and users.

[Click to return to all levels for this competence](#)

USER SUPPORT: Support Planning & Provision

Delivering effective front desk IT support and ensuring support for daily operations like internet and connectivity setup, printing facilities access, basic software support, and other general services is available

Click on each graphic to find out more about behavior indicators for each level:



1. Early performer



2. Developing performer



3. Competent performer



4. Supervisor

[Click to return to competencies for this role](#)

USER SUPPORT: Support Planning & Provision

Delivering effective front desk IT support and ensuring support for daily operations like internet and connectivity setup, printing facilities access, basic software support, and other general services is available

Behavioral Indicators: **Early performer**

- Demonstrates an awareness of common issues. and emerging preparedness to provide solutions.
- Learning the ability to create clear transition plans and hand over docs with guidance.
- Learning skills to maintain databases and timely feedback on common issues, or emerging patterns with guidance and supervision.

[Click to return to all levels for this competence](#)

USER SUPPORT: Support Planning & Provision

Delivering effective front desk IT support and ensuring support for daily operations like internet and connectivity setup, printing facilities access, basic software support, and other general services is available

Behavioral Indicators: **Developing performer**

- Demonstrates a basic ability to anticipate common issues. and preparedness to provide appropriate solutions with guidance and supervision.
- Demonstrates a basic ability to create clear transition plans and hand-over documentation with guidance and supervision.
- Developing skills to maintain databases and timely feedback on common issues, or emerging patterns with guidance.

[Click to return to all levels for this competence](#)

USER SUPPORT: Support Planning & Provision

Delivering effective front desk IT support and ensuring support for daily operations like internet and connectivity setup, printing facilities access, basic software support, and other general services is available

Behavioral Indicators: **Competent performer**

- Demonstrates the ability to anticipate common issues. and preparedness to provide appropriate solutions.
- Demonstrates the ability to create clear transition plans and hand-over documentation.
- Maintains databases and timely feedback on common issues, or emerging patterns.
- Communicates with implementation/maintenance teams regarding planned changes & amp and known issues.

[Click to return to all levels for this competence](#)

USER SUPPORT: Support Planning & Provision

Delivering effective front desk IT support and ensuring support for daily operations like internet and connectivity setup, printing facilities access, basic software support, and other general services is available

Behavioral Indicators: **Supervisor**

- Sets an example of and builds the ability to anticipate common issues and preparedness to provide solutions within the team.
- Demonstrates effective staff planning skills and resource allocation within the team.
- Designs, implements, and monitors clear processes for creating transition plans and hand-over documentation.
- Ensures the maintenance of database and timely feedback on common issues, and/or emerging patterns.
- Proactively ensures clear communication with implementation / maintenance teams regarding planned changes and known issues.

[Click to return to all levels for this competence](#)