1. **GENERAL SUPPORT (revised in 2010)**

This group includes occupations which carry out duties in accordance with established practices and procedures in support of the management, creation, analysis and presentation of plans and programmes. The occupations included in the support group may also involve the performance of para-professional and technical work in a specific subject area where practical application and specific training or vocational education are required.

2.1. **General administration and office support**

This job family includes occupations that provide assistance in such areas as finance, human resources, facilities management, programme analysis, information coordination and dissemination, and internal and external liaison; provide programme information of a general nature and coordinate the provision of established services. The group includes occupations concerned with recording, compiling, reviewing and processing data; classifying, filing, retrieving correspondence and other reference materials; coordinating meetings and inspections.

2.1.01. **Executive, secretarial and office support**

Undertake office management activities such as storing, retrieving and integrating information for dissemination to staff and clients; responsible for a variety of administrative and clerical duties necessary to run an organization efficiently; plan and schedule meeting and appointments; organize and maintain paper and electronic files; monitor deadlines; conduct research and disseminate information through most appropriate means.

2.1.02. **General administration related**

Provide assistance in the administrative, financial and personnel support services of a programme, office, or organization. Work involves compiling and maintaining data; maintaining financial or other records, keeping payroll records, distributing employee salary and travel advance cheques; setting up spreadsheets, verifying statistical reports for accuracy and completeness, coordinating in office space; taking inventory, processing requisitions for equipment and supplies; maintaining office records; providing general information on and monitoring the timely accurate documentation of actions related to recruitment, appointments, promotions, transfers, allowances and benefits, travel authorizations and performance evaluations; and arranging facilities for meetings and notifying participants.

2.1.02. a. **Administrative assistance**

Perform administrative support functions including such tasks as the maintenance of personnel and financial records; provide financial and administrative services to support the planning and/or implementation of projects or activities within an office; maintain budgetary control records; requisition office supplies and equipment; classify and code material relating to a number of subject matter areas; make arrangements for shipment and receipt of office and project supplies and equipment.
2.1.02. **b. Programme and management analysis support**

Support programme implementation by developing, assembling and maintaining data for use in the review, planning and analysis of programmes and organizational operations and by participating in or conducting studies or otherwise recording such matters as workflow, work distribution, form design and form utilization; and present such data in narrative or graphic formats as required.

2.1.02. **c. Building services support**

Monitor, through the compilation of information, the visual examination of the premises and the preparation of work orders, the installation, construction, maintenance, repair and housekeeping of the building, the physical plant, equipment and the grounds of the facility; arrange for and oversee changes in space and equipment, including the drafting of engineering construction drawings and of layouts for the design of interior space and of communications equipment installations; prepare cost projections and historical analyses to ensure the cost-effectiveness of operations; implement measures for the safety and security of the premises and staff, including conducting inspections, documenting unsafe conditions and accidents and presenting appropriate training; and oversee the provision of food services in all eating facilities and at official functions, including coordination with firms providing contract services.

2.1.03. **Financial management-related**

Provide support in analysing data for execution of financial transactions; documenting, classifying and recording transactions in order to accumulate and provide financial information; collecting, safeguarding, investing and disbursing funds to provide social security benefits; calculating taxes and arranging payments; measuring costs; analysing credit; keeping records on financial aspects of commercial services; and keeping records on financial aspects of inventory control.

2.1.03. **a. Accounting**

Perform bookkeeping functions: document, classify and record financial transactions; post debits and credits, produce financial statements, and prepare reports and summaries for supervisors and managers; ensure the completeness and accuracy of data on accounts by verifying source documents and calculations therein; classify data in accounts or other records according to the organization's established procedures; post transactions in journals and on computer files and update the files when needed; abstract and assemble data for use in analyses; review invoices and statements to ensure that the information appearing on them is accurate and complete, reconcile computer reports with operating reports, note discrepancies; and prepare invoices.
2.1.03. b. **Budgeting-related**

Assemble and maintain budgetary records, programme proposals and quantitative data and convert them for use in a set of financial estimates (budget or plan); prepare for entry or enter numerical data on expenditures into appropriate accounts; compare accounting and budgeting records and report discrepancies; and assemble programme, accounting and other quantitative data into categories needed for analytic purposes.

2.1.03. c. **Treasury and investment management support**

Assist in the research and collection of data on current economic and market conditions; monitor investment transactions; compile and process information for the purchase and sale of securities; assist in portfolio reviews; obtain stock market prices; construct and maintain valuation models; document and record transactions needed for collecting, safeguarding, investing and disbursing funds; verify source documents and calculations therein; classify and enter data or prepare data for entry into computer storage; collect and present financial and quantitative data; and count, receive and pay out currency.

2.1.04. **Audit and programme evaluation support**

Assist the organization's auditors in the examination and evaluation of financial and information systems, management procedures and internal controls; identify and select documents and records; check figures, postings and documents, verify accuracy; assemble and classify data into categories; correct or note errors.

2.1.05. **Management of information and communication technology support**

Provide technical and clerical support in the compilation, maintenance and extraction of information through the use of communication technology equipment by applying established procedures to such tasks as: deploying hardware and software to users and documenting equipment and software usage; coordinating and/or updating and running programmes, reviewing outputs for desired results; maintaining computer records; answering users' questions; identifying and resolving errors caused by human or equipment failures; operating and supporting particular multi-user applications and software services; and training users.

2.1.05. a. **Information systems support**

Provide technical assistance, support and advice to users; troubleshoot problems and provide technical support for hardware, software and systems; answer telephone calls or respond to e-mail messages from users, analyse problems by using automated diagnostic programmes and resolve recurring difficulties; install, modify and repair computer hardware and software; train users and coordinate the implementation of new applications.
2.1.05. b. **Systems development support**

Provide assistance in testing the use of the organization's computer system to ensure that it performs as planned; prepare specifications, flow charts, and process diagrams; assist programmers to "debug", or eliminate errors from the system; write and test simple, well-defined programs; maintain and modify existing programs and procedures; prepare and update documentation.

2.1.05. c. **Telecommunications-related**

Perform technical and processing duties in the design and maintenance of websites and web pages; test, and evaluate systems such as local area networks (LANs), wide area networks (WANs), the Internet, Intranets, and other data communications systems, including globally distributed networks, voice mail, and e-mail systems of the organization. Research-related products and make hardware and software recommendations.

2.1.05. d. **Documentation processing**

Perform data entry and information processing work by keying in text, entering data into a computer, operating a variety of office machines, and performing other clerical duties; set up and prepare reports, letters, mailing labels, and other text material; prepare standard forms on computers; plan and key complicated statistical tables, combine and rearrange materials from different sources, or prepare master copies.

2.1.05. e. **Archives-related**

Perform duties related to the examination and editing of permanent records and documents of historical interest and the appraisal of their value to posterity or the organization; take part in their categorization, systematic indexing and preservation; and retrieve records and documents from storage for permanent or temporary disposal.

2.1.05. f. **Mailing and documents distribution**

Receive and forward incoming and dispatch outgoing mail and parcels: collect mail from post office; collect and deliver correspondence, documents, files and packages from and to locations within or outside the organization: collect air pouches and parcels; sort incoming mail and code for references; sort outgoing mail and parcels; determine least costly and speediest method of delivery; calculate postage and frank outgoing mail; prepare postal, air or surface dispatch documentation; record and account for postage and other dispatch expenses; buy stamps or metered postage; sell and account for stamps; seal envelopes and wrap parcels; deal with inadequately addressed mail and parcels; and initiate investigation of lost items; picking up and delivering correspondence and packages sent within and outside the organization; and disposing of records in accordance with established time frames and methods; keep simple records; and obtain receipts for articles delivered.
2.1.06. **Human resources management-related**

Provide administrative, procedural and technical support for human resources management functions (staff recruitment, placement, transfer, performance management, promotion, training and development, job classification, compensation and benefits, staff relations). Maintain and update manual and/or automated information and reference systems and databases.

2.1.06. a. **Benefits and personnel entitlements and payroll support**

Provide procedural and technical support for the administration of benefits and staff entitlements and the application of staff regulations and rules; process personnel transactions relating to salary, benefits and social security schemes; verify accuracy of source materials; obtain benefits estimates and final benefit calculations; brief staff or former staff on entitlements and changes therein; prepare documentation required for disbursement of benefits; obtain and verify information that serves to determine eligibility for entitlements and to establish and/or update the application of contract provisions; brief staff on their entitlements and on administrative procedures and rules; compile and retrieve data and maintain appropriate records; process payroll.

2.1.06. b. **Recruitment placement and staffing support**

Provide technical and administrative support at various stages of the prospection and recruitment process: assemble and maintain lists of prospection sources; assist in the preparation of vacancy announcement; initiate reproduction and distribution of same, including by electronic transmission; receive, categorize, respond to and store applications; assist in establishment of computerized rosters, as necessary; retrieve stored applications; respond to questions about or from applicants; provide support for the planning and conduct of interviews and tests.

2.1.06. c. **Human resources planning, classification and compensation support**

Compile and retrieve statistical and other data and background information which assists in human resources planning or related to the evaluation of jobs, or organizational planning and design; maintain and update databases and extract and provide information for different purposes in support of human resources management; compile, maintain and retrieve data used to identify career paths and job opportunities; respond to general queries from staff, process documents relating to performance appraisal and management, requests for job classification, assist in the preparation of job descriptions; assemble documentation in support of appeal resolution; check, issue and codify salary scales for specific categories or groups of staff; maintain files of salary survey materials, salary scales and survey working materials.
2.1.06. **Staff development and performance management support**

Provide support and specialized services in the areas of staff development and performance management, including planning and organizing of training workshops and learning events, implementation of distance learning concepts and related online administrative support, training-needs identification, as well as assistance in course delivery and evaluation of training provided; apply standard statistical formulas in identifying distributions and trends; assist in performance monitoring on an individual or group basis and in clarifying performance objectives, including by tracking compliance with organizational procedures.

2.2. **Programme management support**

This job family includes occupations that carry out technical and procedural duties in support of professional services and programmes.

2.2.01. **Programme assistance**

Assemble and maintain data for use in the planning and analysis of organizational operations by participating in or conducting studies and presenting data in narrative or graphic formats, as required.

2.2.01. a. **Technical cooperation support**

Perform work in support of technical cooperation activities, including such tasks as assembling and maintaining reference materials on specific countries or geographic areas; coordinating, monitoring and documenting project or programme implementation and funding; initiating recruitment actions and preparing forms for employment of experts, consultants and volunteers; drafting correspondence and informational material; organizing and coordinating symposiums; and related support duties.

2.2.01. b. **Economics related**

Perform technical and procedural duties in support of the development of economic plans and the application of theories and principles through such tasks as extracting information from relevant publications; preparing and maintaining subject-matter bibliographies; compiling data for inclusion in studies and reports; and coordinating meetings on emerging issues.

2.2.01. c. **Education related**

Perform technical, processing and record-keeping duties in support of education and training programmes through such tasks as assembling and reviewing material for possible inclusion in curricula; evaluating training projects for correlation between training and performance; counselling students on prospective courses of study; monitoring tuition costs; interviewing candidates for scholarships; and verifying scholarship students' expenses borne by the organization.
2.2.01. d. Legal related

Perform technical, processing and record-keeping duties in support of the preparation of legal manuscripts and the dissemination of legal advice and duties relating to the application of international conventions such as those providing for the registration of patents, trademarks and industrial designs and models; maintain and update case files, reference materials and related indexes; research and summarize legal precedents and review publications for relevant information and related support functions.

2.2.01. e. Life science-related

Perform administrative, technical, statistical and documentation tasks in support of scientific research and applied medical, agro- and biotechnical and related areas, and performing such tasks as testing the validity of data through controlled laboratory experiments; preparing narrative and graphic documentation of findings and performing other related support tasks.

2.2.01. f. Physical sciences related

Perform technical and administrative tasks in support of disciplines concerned with research and practical application of physics, chemistry, geography and other physical sciences by carrying out standardized tests and experiments, preparing test cultures, assembling, organizing, documenting, data and/or materials, assisting in standardized evaluation of data generated through laboratory-based or other applied experiments or analyses; updating of maps and charts; maintaining and updating and operating specialized equipment.

2.2.01. g. Environmental sciences related

Perform administrative or technical tasks in support of environmental science and related areas: monitor and report on implementation of environmental regulations; assist in the development of related training and public information campaign activities; work involves the application of technical knowledge in standardized laboratory experiments, including collecting, analysing or manipulating data or samples of material (within controlled parameters), under defined conditions in technical experiments and documenting the results.

2.2.01. h. Statistics, mathematics and research support

Perform technical, procedural and record-keeping duties contributory to the work of statistical data collection and presentation and in support of research into and application of theories and techniques in the fields of statistics and mathematics, including such tasks as compiling, sorting, analysing and updating data; preparing questionnaires; researching subject-matter information; retrieving, extracting, verifying, accumulating and transforming numeric data, make calculations; prepare tables and other graphic presentations of data either manually or using established software programmes, carry out various checks for consistency; answer general questions.
2.2.01. i. Sales and marketing support

Perform processing, record-keeping and related tasks contributory to the work of sales and marketing specialists such as logistical tasks related to marketing and sales promotion campaigns and exhibitions; assist in the organization and performance of sales promotion and marketing activities, such as the preparation of market studies, sales promotion material, organization of participation in international fairs, etc., process orders and verify payments; verify quantities and values of inventory transactions; monitor the status of customer accounts; assist in the preparation of costing schedules; maintain contact with purchasers; compile statistical data for analysis and projection of sales trends; maintain databases of sales items and mailing lists of purchasers.

2.2.01. j. Architecture and engineering related

Provide assistance in the fields of architecture and engineering by applying a practical knowledge of the methods and techniques to projects involving structures, facilities, systems, processes, equipment or material, performing such tasks as testing, measuring, collecting data, installing, operating and maintaining equipment, preparing specifications and inspecting.

2.2.02. Medical related

Perform administrative or paramedical functions in support of medical/clinical/pharmaceutical activities, directly related to treatment of patients, such as interviews (including collection of illness - or impairment-related information), application of first-help, routine treatment, nursing care, vaccinations, laboratory work, including work on blood or other samples and related physical/chemical detection methods; work in this area also includes the provision of training and dissemination of health information related to work or private life of staff, dependants and other clientele of medical services.

2.2.03. Information, media and public relations-related

Perform duties in support of the acquisition, preservation, dissemination and disposition of documents, including books, periodicals and graphics and provide information to users; perform public relations and promotional tasks contributory to the dissemination of information about the organization; and organize information meetings and exhibitions, assist in the design of publications and information documents and in the organization of their distribution.
2.2.03. a. **Audio-visual, graphic and printing/publishing support**

Perform duties concerned with the creation of solutions to communications problems, developing material for Internet web pages, interactive media, and multimedia projects, preparing sketches or layouts; creating graphs and charts from data for use in publications; checking proofs for errors and print clarity; preparing material for printing. Perform a variety of tasks involved with transforming text and pictures into finished print-ready pages; perform duties involving the control, procurement and provision of printing services, including processing requisitions, determining specifications for reproducing a wide variety of printed matter, estimating costs for work done within the organization and by private firms and maintaining production and cost control records, and ensuring the timely distribution and delivery of published material.

2.2.03. b. **Information dissemination and library services**

Perform support activities related to the organization and dissemination of information about the organization through such media as newspapers, periodicals, radio and television; perform record-keeping and processing tasks relating to library materials, including the loan of books, periodicals, monographs, documents, collections (of maps, blueprints, statistical tables, reproductions or similar graphics), microfilms, microfiches and recordings or to electronic-assisted access to any of these: extract, assemble and summarize information; gather, prepare, retrieve and dispatch papers used to effect the selection, procurement, receipt, loan, exchange, sale or donation of library materials; store, retrieve and de-accession materials; verify receipt, catalogue and disseminate accessions or information about them; search for material on behalf of users and respond to questions on library resources; note and arrange for repairs of materials; note and arrange for the assembly and binding of materials; operate electronic-assisted access to contents of stored materials; and prepare information for electronic storage or retrieval; utilize software packages for library use to input data, update and maintain information files and manipulate data according to prescribed guidelines.

2.2.03. c. **Media and public relations support**

Perform procedural and technical public relations and promotional tasks contributory to the dissemination of information about the organization; assist in arranging and conducting programs to keep up contact between organization representatives and the public by organizing information meetings and exhibitions, assisting in the design of publications and information documents and in the organization of their distribution; draft press releases and contact people in the media who might print or broadcast the organization's material; make films, slides, or other visual presentations; conduct research, prepare materials, maintain contacts, and respond to inquiries; perform reception services by receiving and greeting visitors to the organization, escorting visitors on tours within buildings and grounds; and providing general information and answering questions.
2.2.03. d. **Liaison and protocol support**

Provide assistance in liaison activities among United Nations system organizations, intergovernmental organizations, non-governmental organizations and permanent missions through such tasks as responding to requests for information, compiling and maintaining data and documents for reference purposes, drafting routine and non-routine correspondence, coordinating and expediting required services between organizations at different duty stations, carrying out meeting arrangements and conducting research for reports; maintain general documentation; respond to requests from missions and specialized agencies for information concerning protocol matters and maintain liaison with the host country mission with respect to certain problems concerning the diplomatic staff; assist in solving questions of protocol (precedence, equivalence; official terminology, etc.).

2.2.04. **Language and documentation services**

Perform record-keeping or technical duties in support of editing, promoting and interpreting ideas and facts in written form or concerned with translating and interpreting written and spoken words from one language to another. Work in this group also includes the performance of duties to ensure the efficient and accurate collection, retention and disposition of documents and correspondence through such tasks as establishing, categorizing and maintaining files, using accepted organization methods; receiving, sorting and routing incoming and outgoing mail sent between the organization's offices and external parties using the fastest and most cost-effective means.

2.2.04. a. **Writing and translation support**

Perform technical and record-keeping duties in support of the preparation and presentation in verbal or written form of facts and ideas where the primary focus is the use of language skills.

2.2.04. b. **Editing-related and proofreading**

Perform technical, procedural and record-keeping tasks in support of the evaluation and revision of written material intended for publication; review and correct text in order that spelling, punctuation and syntax conform to authorized style of organization; verify references and quotations; collect, assemble and layout material for tables of contents and indexes; verify the accuracy and adequacy of the layout and captions of graphic material in text; caption graphic material; verify equivalency of text and graphic material in different language versions; provide instructions to reprographic services; record and draft parts of text prepared by or with others; type and lay out texts; and maintain records relating to production; read transcript or proof type set-up to detect and mark for correction any grammatical, typographical or compositional errors.
2.2.05. Conference and meetings services

Assist in the coordination and organization of meetings; plan and follow up the use of conference rooms on the basis of the programme of conferences and the specific needs of each conference; plan the various services required for each conference; determine seating arrangements in conference rooms and other rooms in the secretariat, prepare and adapt rooms and put them back in order; assist in the practical organization of meetings; check the supply of documents, respond to specific requests from delegations and distribute documents to meeting rooms; exchange information relevant to conference services with the substantive services engaged in the conference; provide information to delegates concerning the organization and the activities of the conference; carry out measures for ensuring orderliness and security; and maintain files of general information on conferences and complete various forms concerning meetings.

2.2.06. Procurement, supply and logistics support

Perform procedural and record-keeping activities related to the procurement and safe transport of personnel and material by air and water usually for relief assistance as part of disaster response or crisis management activities, including acquisition, distribution, internal allocation, delivery, and final disposal of resources; perform functions related to shipping matters such as packing, containerization, mode of shipment, routing etc.; analyse and verify invoices for freight and freight tariffs; carry out tasks related to the safe warehousing and storage of goods and supplies.

2.2.06. a. Purchasing and contracting-related

Perform procedural and technical tasks related to the requisition, procurement and receipt of equipment, supplies and services; perform the simplified operations relating to the purchase of everyday articles and cooperate in the more important or more complex purchasing operations, such as the classification of bids, the preparation of comparative tables, following up on bids and deliveries and requests for information; perform operations relating to the various stages of an order, including an evaluation of the demand, the drafting of specifications, the preparation of invitations to tender, comparison of bids, the preparation of the purchase order and the execution of the order; and participate in the updating of documentation concerning suppliers.

2.2.06. b. Inventory and supply

Perform duties involving the acquisition, cataloguing, maintenance, distribution and disposal of published material, machinery, equipment, tools, supplies, materials and services, including processing purchase orders, following up on late deliveries, examining delivered merchandise for defects and compliance with order specifications, notifying suppliers of shipment defects, maintaining adequate stock levels, conducting periodic inventories of published material, furnishings, equipment and supplies and updating records, identifying problems of accountability and maintenance as reflected in losses or breakage, ensuring the timely delivery of published material, equipment, supplies and services to the requesting organization and coordinating the disposition of obsolete, defective and surplus equipment according to established practices.
2.2.06. c. **Storing and warehousing**

This group includes occupations concerned with loading goods from and unloading goods into storage; checking incoming shipments of supplies, materials and equipment against bills of lading and similar receiving documents; stacking and retrieving goods; taking inventories; recording goods received into and sent out of storage; packing and unpacking; and assembling and disassembling; operating mechanical equipment involved in the movement of goods, including forklifts, freight elevators, conveyor belts and movable loading platforms.

2.2.06. d. **Transportation-related**

This occupational group performs duties in support of the movement of people and/or property. The functions covered by this group include the operation of automobiles and trucks, as well as logistical, clerical and record-keeping duties in support of local, regional or international transportation.

2.2.06. e. **Shipping**

Perform procedural and technical functions related to the shipping of goods or receiving of equipment, commodities or staff members' effects, or in relation to making travel arrangements. Work involves estimating costs, choosing removal enterprise, establishing conditions of the operation, providing instructions to the carrier and insurance company, following the progress of the operation and intervening in the settlement of claims, assistance to staff members in connection with the import of their vehicles, customs formalities and registration; organization in conjunction with carriers and transport agents of operations relating to the import and export of equipment being received or dispatched; following the progress of these operations and preparing necessary customs documents; and preliminary checking of invoices and keeping records.

2.2.06. f. **Travel and visa support**

Organize itineraries for authorized travel in conjunction with the official travel agency, examine travel claims and, in general, give travel information to the staff members concerned and to their organizations; perform the series of operations necessary in order to obtain from consulates and embassies visas required for official travel by staff members and their families, by experts, consultants and fellowship-holders travelling at the organization's expense, and by delegates participating in conferences; and perform operations relating to the issue, renewal and cancellation of travel documents (laissez-passer, certificates and family certificates).
2.3. **Maintenance and security services group**

This job family includes occupations concerned with fabricating, assembling and repairing or reconditioning products or physical plants; the group also includes such tasks as operating and maintaining equipment; providing food services; storing, distributing and accounting for materials; and using manufactured components and assemblies to produce products. The group also consists of occupations concerned with the provision of transport and protective services.

2.3.01. **Construction and building maintenance work**

Clean and prepare sites for minor construction work to the plant; remove paint and debris from buildings; erect and disassemble scaffolding and other temporary structures, load, unload, identify, and distribute building materials to the appropriate location according to project plans and specifications, tend machines; construct, erect, install, and repair structures and fixtures made from wood and other materials; apply plaster to surfaces in the construction and repair of interior walls and ceilings; construct, alter, maintain and repair structures and structural components using brick, block, stone and similar materials.

2.3.01. a. **Machine maintenance and repair work**

Maintain and repair machines and equipment, including electronically controlled machinery: cleaning and lubricating machinery, performing basic diagnostic tests, checking performance, and testing damaged machine parts, adjusting and calibrating automated equipment, disassembling, repairing and replacing defective parts; determining when machines should be sent for overhauling and maintaining an inventory of parts.

2.3.02. **Protective and security services**

Carry out procedures to protect persons and property from crime, fire and accidents.

2.3.03. **Food services**

This group includes occupations concerned with the preparing and serving of food and beverages and with setting up, clearing and maintaining dining areas, food utensils and equipment.

2.P. **Support work for which no job family exists**

This group includes fields of work and occupations concerned with support work production, service and transport work that are not elsewhere classified.