



**World Health Organization/Organización Mundial de la Salud
Pan American Sanitary Bureau/Oficina Sanitaria Panamericana POST**

DESCRIPTION

<i>Title</i>	<i>Category</i>	<i>Position Number</i>	<i>Grade</i>	<i>Duty Station</i>
Virtual Campus Operations Assistant	GSN	P19009	G05	Panama City, Panama

OBJECTIVE OF THE OFFICE/DEPARTMENT

The Department of Health Systems and Services (HSS) is responsible for promoting, coordinating, and implementing the Organization's technical cooperation in health systems and services development to achieve Universal Access to Health and Universal Health Coverage, based on the Primary Health Care approach. Within this framework, the PAHO Virtual Campus for Public Health (VCPH) contributes to the development of public health capacities through virtual education, knowledge sharing, and collaborative learning. HSS promotes evidence-based policies, strategies and plans to transform national health systems to improve equity and resilience, strengthening governance and stewardship, increasing and improving health financing and social protection, and supporting the development of integrated networks of health services based on a highly resolute first level of care. In support of these objectives, the VCPH facilitates access to quality educational opportunities for health personnel and institutions by managing and delivering virtual learning initiatives, digital resources, and online collaboration tools that strengthen technical cooperation and contribute to improving public health in the Region of the Americas. HSS also strengthens national capacity in the organization of people-centered health services, integrating the healthy life course approach, ensuring quality of care and patient safety, and the effective deployment and management of human resources.

ORGANIZATIONAL CONTEXT

The incumbent provides operational and administrative support for the implementation and day-to-day functioning of the Virtual Campus for Public Health (VCPH). Assignments involve routine and some specialized support tasks requiring the selection, organization and maintenance of information and materials, as well as assistance to users of virtual platforms and tools in accordance with established procedures and guidelines. The work requires initiative within clearly defined parameters and regular coordination with members of the Virtual Campus team. The incumbent maintains frequent contacts with internal staff, course coordinators, tutors and users to provide information, facilitate operational arrangements, and support the effective delivery of virtual learning activities and services.

SUMMARY OF RESPONSIBILITIES

Under the general supervision of the Chief, Special Program, PAHO Virtual Campus for Public Health (VCPH), and the direct supervision of the Specialist, Virtual Collaboration and e-learning (VCPH), the incumbent is responsible for, but not necessarily limited to, the following assigned duties:

- a) Deliver first-level support to users of the Virtual Campus platforms, including responding to routine requests, assisting with course setup, uploading learning materials, managing enrollments, and helping resolve basic access or use issues in accordance with established VCPH procedures and guidelines.
- b) Generate standard reports using institutional systems and assist in the preparation, adaptation and organization of digital learning materials, audiovisual resources, and related documentation using established templates and tools.
- c) Assist in the routine administration of virtual collaboration platforms (for example, Zoom and Microsoft Teams), including user access, session setup and live session support, in accordance with established procedures.
- d) Provide routine operational support for the office's information systems and related services used by the Virtual Campus team, following the Organization's rules, regulations, policies, standards, procedures and practices.
- e) Provide basic user support to the day-to-day operations of the Office and escalate issues, as needed, to the appropriate technical support resources.
- f) Support the coordination of routine connectivity or platform-related issues affecting virtual learning activities by documenting incidents and liaising with the appropriate technical support contacts, as required.
- g) Maintain organized and up-to-date documentation and electronic filing systems related to courses, users, technical procedures, and digital resources.
- h) Assist in the preparation of technical documentation, user guides, reports, and correspondence, ensuring clarity, accuracy, and adherence to organizational standards.

- i) Provide guidance and basic training to staff and users on administrative, technical, and platform-related procedures and tools.
- j) Perform other related duties, as assigned.

KEY BEHAVIORAL COMPETENCIES

Overall attitude at work: Maintains integrity and takes a clear ethical approach and stance; demonstrates commitment to the Organization's mandate and promotes the values of the Organization in daily work and behavior; is accountable for work carried out in line with own role and responsibilities; is respectful towards, and trusted by, colleagues and counterparts.

Respecting and promoting individual and cultural differences: Relate well to diversity in others and capitalize on such diversity -Treats all people with dignity and respect. Relates well to people with different cultures, gender, orientations, backgrounds and/or positions; examines own behavior to avoid stereotypical responses; considers issues from the perspective of others and values their diversity.

Teamwork: Collaborate and cooperate with others / Deal effectively with conflicts: Works collaboratively with team members and counterparts to achieve results; encourages cooperation and builds rapport; helps others when asked; accepts joint responsibility for the teams' successes and shortcomings. Identifies conflicts in a timely manner and addresses them as necessary; understands issues from the perspective of others; does not interpret/ attribute conflicts to cultural, geographical or gender issues.

Communication: Express oneself clearly when speaking / Write effectively / Share knowledge: Quality and quantity of communication targeted at audience. Listens attentively and does not interrupt other speakers. Adapts communication style and written content to ensure they are appropriately and accurately understood by the audience (e.g., power-point presentations, communication strategies, implementation plans). Shares information openly with colleagues and transfers knowledge, as needed.

Knowing and managing yourself: Remain productive /Manage stress / Continuously learn: Remains productive even in an environment where information or direction is not available, and when facing challenges; recovers quickly from setbacks, where necessary. Manages stress positively; remains positive and productive even under pressure; does not transfer stress to others.

Actively pursues both informal and formal ways to grow personally and professionally, regularly acquires new skills relevant to their role, and uses available learning opportunities to address gaps in competencies and abilities.

Producing Results: Work efficiently and independently / Deliver quality results / Take responsibility: Prioritizes work and makes planning/Organizational adjustments as necessary; seeks clarification from supervisor on timelines, as needed. Use feedback and input from supervisors to achieve results. Produces quality results and has frequent discussions with supervisors to achieve results. Is action-oriented and sees tasks through completion. Shows understanding of own role and responsibilities in relation to expected results. Solicits and accepts direction and guidance from supervisor and team members and takes responsibility for own work and actions, as appropriate.

TECHNICAL EXPERTISE

- Proficiency in the use of learning management systems, content management systems and other office software in support of assigned responsibilities.
- Ability to organize, track and prioritize tasks and requests using standard office and project support tools.
- Ability to assist in the preparation and formatting of digital learning materials and related resources using established tools and templates.
- Expertise in using tools for synchronous sessions/meetings/videoconferences (Teams, WebEx, Zoom, etc.).
- Ability to generate and update standard reports and dashboards using institutional systems and templates.
- Practical knowledge of routine user support procedures for hardware, software and collaboration tools, including identifying issues that require escalation.
- Ability to follow established procedures to support platform operation, documentation, and coordination with technical support services.

EDUCATION

Essential: Certificate of completion of high school.

Desirable: Formal training, studies or certification in information systems, IT services, virtual education, data analysis, systems engineering, software, data science, or another field related to the functions of the post.

EXPERIENCE

Essential: Five years of experience in virtual learning support, help desk or user support services, administration of digital platforms, or related operational support functions.

Desirable: Experience supporting the preparation of digital learning materials and providing user orientation in virtual learning environments would be an asset.

LANGUAGES

Essential: Fluency in Spanish and working knowledge of English.

Desirable: Basic knowledge of Portuguese and French.

IT SKILLS

Demonstrated ability to effectively use current technology and standard office software applications, including Microsoft Excel, Outlook, OneDrive, PowerPoint, Teams, SharePoint and Word.