



European Union Advisory Mission for Civilian Security Sector Reform in Ukraine

Organisation:	European Union Advisory Mission in Ukraine			
Job Location:	Kyiv			
Availability:	As indicated below			
Staff Regime:	As indicated below			
Job Title/ Vacancy notice	Ref.	Title of the post	Location	Available on
	<u>Locally Contracted (1)</u>			
	UALS 48	CIS Officer (Telephony and Unified Communications)	Kyiv	ASAP
Deadline for applications:	Tuesday, 4 July 2017 at 12h00 Kyiv time			
E-mail to send the App. Form:	vacancies@euam-ukraine.eu			

Eligibility criteria for all posts (Candidates must meet the following conditions by the deadline of applications):

- Enjoy full civil rights and do not have criminal record;
- Be in possession of Ukrainian citizenship and/or of a (still) valid residence and work permits according to Ukrainian laws;
- Have fulfilled any obligations imposed on him/her by the laws concerning military service.

Essential criteria for all posts:

- Meet other criteria as mentioned in the job description (e.g. educational requirements, previous professional experience, etc).
- Be physically fit to perform the duties relating to the post (such physical fitness should be attested by a medical certificate).

Other specific post-requirements criteria (e.g. knowledge, skills, etc) will be assessed during the selection process.

Applications will be considered only when using the standard Application Form to be returned in Word-format, and indicating which position (s) the candidate is applying for.

Only one application per person will be accepted.



Local staff application procedure

Organizational Unit:	EUAM Ukraine
Appointment Date:	As indicated above
Deadline for applications:	Tuesday, <u>4 July 2017</u> at 12h00 Kyiv time
Process:	<p>Application forms are to be sent in English to EUAM Ukraine, to the attention of Human Resources Unit by e-mail to the following e-mail account: vacancies@euam-ukraine.eu</p> <p>Applications will be considered only, when using the standard Application Form to be returned in Word format, and indicating which position(s) the candidate is applying for.</p> <p>Only one application per person will be accepted.</p> <p>Eligibility criteria is of outmost importance.</p> <p>It is not necessary at this stage to send copies of qualifications, previous employment contracts, etc.</p> <p>The candidates will be shortlisted based on their professional qualifications and those top qualified will be invited for tests and/or interviews.</p> <p>Other specific post-requirements criteria (e.g. knowledge, skills, etc) will be assessed during the selection process.</p> <p>At the end of the selection process, only interviewed applicants will receive selection or non-selection notifications.</p> <p>The EU strives for an improved gender balance in compliance with UN Security Council Resolution 1325. Therefore, EUAM Ukraine encourages female candidates to apply for these posts. EUAM Ukraine shall place no restrictions on the eligibility of men and women to participate in any capacity under the conditions of equality.</p>



European Union Advisory Mission for Civilian Security Sector Reform Ukraine (EUAM Ukraine)

LOCAL STAFF POST VACANCY ADVERTISEMENT

Position Code	Position Title	
UALS 48	CIS Officer (Telephony and Unified Communications)	
Department/Unit	Location	Post Group (Local Staff)
Mission Support Department/ Communications and Information Systems (CIS) Unit	Kyiv	II

The CIS Officer (Telephony and Unified Communications) reports to the International CIS Officer-Communications. As part of the CIS Unit team, s/he will contribute to the efficient and effective running of the Unit tasks with a focus on developing and maintaining voice-over-IP telephony services, video communication services, and the development and maintenance of the unified communication services platform.

Duties and Responsibilities

The CIS Officer (Telephony and Unified Communications) will be required, in accordance with the EUAM Mandate, the Code of Conduct and General Service Conditions for locally contracted staff, to perform the following tasks:

- Assist to design, install, configure, manage, and maintain the Telephony & Unified Communications (T&UC) services platform and infrastructure;
- Assist in analyzing, identifying and resolving T&UC problems;
- Provide reports of executed tasks and status of T&UC services to his/her supervisors and give recommendations where needed;
- Assist in the technical requirements gathering, planning, procurement, commissioning, upgrades, maintenance and support of the T&UC services and their components;
- Assist to develop and maintain systems to monitor and control the T&UC services and their components as required, and to develop documentation about T&UC network and services configuration;
- Oversee and provide all levels of technical support to ensure the prompt resolution of T&UC service incidents and service requests;
- Undertake small to medium-sized communication projects as instructed by the international CIS Officer (Communications);
- Perform any other duties related to his/her assignment.

Qualifications and experience

Eligibility criteria

- Enjoy full civil rights and do not have criminal record;
- Be in possession of Ukrainian citizenship and/or of a (still) valid residence and work permits according to Ukrainian laws;
- Have fulfilled any obligations imposed on him/her by the laws concerning military service;
- Successful completion of a full course of university studies attested by a degree in Information Technology and/or equivalent technical specialization studies in the field of Communication

Technology, where the normal duration in the country awarded is three (3) years or more and attested by a diploma;

- After having obtained the university degree, at least five (5) years of proven full time relevant professional experience in Information and Communication Technology of which three (3) years in implementing and supporting IP telephony and/or unified communications solutions.

Essential criteria:

- Be physically fit to perform the duties relating to the post;
- Excellent communication skills in English, Ukrainian and Russian;
- Very good knowledge of voice/video codecs, SIP / H.323 and TCP/IP protocols and their application;
- Good knowledge and/or experience with VoIP PBX, Session Border Controller (SBC) , Video Tele Conference / Videoconferencing (VTC) technologies and integration of IP-based communication services;
- Good computer skills in Microsoft Office applications (Excel, Word, Power Point);
- Ability to establish and maintain effective working relations as a team member in a multi-cultural, multi-ethnic environment;
- Good interpersonal and communication skills, ability to communicate effectively verbally and in writing;
- Ability to prioritize and manage a high workload exceptionally.

Additional advantageous assets:

- Knowledge and/or experience with Microsoft Skype-for-Business 2015 (or Microsoft Lync 2013) configuration and administration for IP-video and IP-voice services;
- Knowledge and/or experience with AudioCodes products;
- Knowledge and/or experience with Polycom products;
- Knowledge and/or experience with ITSP (Internet Telephony Service Provider);
- Knowledge and/or experience with routers, switches, LAN and WAN;
- Professional experience in an EU and/or international environment;
- Experience of working in an intercultural environment, with respect for diversity.

Personality assets

- Have strong sense of initiative, responsibility and autonomy;
- Ability to build productive and cooperative working relationships with other staff members;
- Ability to work methodically, accurately and with attention to details as well as to tight deadlines;
- Used to work on a multitude of activities at the same time and with limited supervision;
- Ability to work independently and harmoniously with colleagues and as part of a team, with respect to diversity;
- Punctuality, commitment to quality, ability to perform under stress, attention to detail, solid work ethics, willingness to work flexible working hours and still deal helpfully and courteously with all contacts.