



European Union Advisory Mission for Civilian Security Sector Reform in Ukraine

Organisation:	European Union Advisory Mission in Ukraine			
Job Location:	Kyiv/Countrywide, Odesa, Lviv			
Availability:	As indicated below			
Staff Regime:	As indicated below			
Job Titles/ Vacancy notice	Ref.	Title of the post	Location	Available on
	<u>Locally Contracted (9)</u>			
	UALC 44*	Technical Specifications Drafting Officer	Kyiv	ASAP
	UALC 45* UALC 46*	Project Support Assistant (<i>2 positions</i>)	Kyiv	ASAP
	UALO 13	Vetting Officer	Kyiv	ASAP
	UALS 43	CIS Technician (Helpdesk & Support)	Kyiv	ASAP
	UALD 10*	Local Security Officer	Kyiv/Countrywide	ASAP
	UALM 06*	Administration Assistant	Kyiv/Countrywide	ASAP
	ODLO 07	Public Finance Officer	Odesa	ASAP
	LVLO 02 B**	Training Officer	Lviv	ASAP
Deadline for applications:	27th of April 2018 at 12h00 Kyiv time			
E-mail to send the App. Form:	vacancies@euam-ukraine.eu			

***Subject to the Deployment Plan approval.**

**** Temporary replacement during the Maternity Leave period.**

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; max three positions to apply for with priorities specified.



Local staff application procedure

Organizational Unit:	EUAM Ukraine
Appointment Date:	As indicated above
Deadline for applications:	27th of April 2018 at 12h00 Kyiv time
Process:	<p>Application forms are to be sent in English to EUAM Ukraine, to the attention of Human Resources Management 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; max three positions to apply for with priorities specified.</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 43	CIS Technician (Helpdesk & Support)	
Department/Unit	Location	Post Group (Local Staff)
Mission Support Department/CIS Unit	Kyiv	III

The CIS Technician (Helpdesk & Support) reports to the CIS Officer (IT). As part of the CIS Unit, s/he will contribute to the efficient and effective running of the Unit tasks and the Mission Support Department.

Duties and Responsibilities

The CIS Technician (Helpdesk & Support) will be required, in accordance with the EUAM Mandate, Code of Conduct and the General Service Conditions for Locally Contracted Staff Employed by EUAM Ukraine, Serving in Ukraine, to perform the following tasks:

- Assist in the configuration, operation, technical management and maintenance of all CIS hardware and software;
- Assist in the installation, configuration, administration and maintenance of all CIS software, systems and devices;
- Assist in the implementation of back up policies, safe storage of critical data;
- Assist in analysing, identifying and resolving user problems;
- Ensure a prompt delivery of technical services, help desk support, standardization, preparation and maintenance of applications, diagnosing and resolving reported technical issues;
- Provide support for all CIS related issues, organise repair and replacement of CIS related devices/equipment, ensure the proper functioning of all CIS equipment in his/her area of responsibility;
- Contribute to the support and training for users of various applications/software;
- Assist in the preparation of requisitions for required materials and services within the Mission;
- Monitor the implementation of the guidelines and procedures for CIS support;
- Provide reports of executed tasks and status of CIS support to his/her supervisors and give recommendations where needed;
- Provide telephone, on-line and on-site assistance with problems relating to the use of CIS equipment and software (e.g. e-mail, word processing, spreadsheets, presentation packages, database applications, Internet browsers, workstation operating systems, radios, telephones etc.);
- Configure and install new hosts (e.g. computers, servers, network devices etc.) and hardware (e.g. printers, scanners etc.) in the LAN environment and prepare them for use with server based network services, in accordance with CIS standards and SOPs;
- Ensure that the Mission's CIS assets are used optimally and efficiently and make recommendations as required;
- Deal with information with confidentiality and discretion;
- Perform any other task as requested by his/her Line Manager.

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 Post-Secondary studies attested by a diploma in CIS studies or a closely related field;
- After having obtained the diploma, at least three (3) years of proven full-time relevant professional experience in Information and Communication Technology in the private and/or public sector.

Essential criteria:

- Be physically fit to perform the duties relating to the post;
- Excellent communication skills of English, Ukrainian and Russian;
- Excellent computer skills in Microsoft Office applications (Excel, Word, PowerPoint, Access).
- Ability to focus on priorities, to monitor and evaluate procedures and processes;
- Ability to deliver work on time and to agreed standards, even under pressure.

Additional advantageous assets:

- Knowledge and/or experience with radio and telephone systems;
- Professional experience in an EU and/or International environment;
- Experience of working in an intercultural environment, with respect of diversity;
- Relevant Microsoft and open source certifications.

Personality assets:

- Have strong sense of initiative, responsibility and autonomy;
- Ability to build productive and cooperative working relationships with other mission 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 details, solid work ethics, willingness to work flexible working hours and still deal helpfully and courteously with all contacts.