



## European Union Advisory Mission for Civilian Security Sector Reform in Ukraine

<b>Organisation:</b>	European Union Advisory Mission in Ukraine			
<b>Job Location:</b>	Kyiv, Lviv, Countrywide			
<b>Availability:</b>	As indicated below			
<b>Staff Regime:</b>	As indicated below			
<b>Job Titles/ Vacancy notice</b>	<b>Ref.</b>	<b>Title of the post</b>	<b>Location</b>	<b>Available on</b>
	<b>Locally Contracted (19)</b>			
	UALO 51	Domestic Security Officer	Kyiv	ASAP
	UALS 48	CIS Officer (Telephony and Unified Communications)	Kyiv	ASAP
	UALS 64	Fleet Maintenance Officer	Kyiv	ASAP
	LVLO 05	Interpreter/Translator	Lviv	ASAP
	UALO 13*	Training Officer	Kyiv	1 June 2019
	UALO 15*	Human Rights and Gender Officer/Trainer	Kyiv	1 June 2019
	UALO 44*	Senior General Policing Expert	Kyiv	1 June 2019
	UALO 47*	General Policing Officer	Kyiv	1 June 2019
	UALM 07*	General Policing Officer ( <i>2 positions</i> )	Kyiv/Countrywide	1 June 2019
	UALM 27*			
	UALM 21*	IT Officer	Kyiv/Countrywide	1 June 2019
	UALM 22*	Prosecutorial Reform Officer	Kyiv/Countrywide	1 June 2019
	UALM 23*	Coordination Officer/Interpreter	Kyiv/Countrywide	1 June 2019
	UALM 24*	Interpreter/Translator	Kyiv/Countrywide	1 June 2019
	UALM 25*	Human Rights/Gender/Civil Society Officer	Kyiv/Countrywide	1 June 2019
	UALM 26*	Administration Assistant	Kyiv/Countrywide	1 June 2019
	UALS 24*	Finance Officer	Kyiv	1 June 2019
UALS 50*	CIS Officer (Systems Administration)	Kyiv	1 June 2019	
UALS 79*	Technical Logistics Assistant	Kyiv	1 June 2019	
<b>Deadline for applications:</b>	<b>13<sup>th</sup> of May 2019 at 12h00 Kyiv time</b>			
<b>E-mail to send the App. Form:</b>	<a href="mailto:vacancies@euam-ukraine.eu">vacancies@euam-ukraine.eu</a>			

\*The advertised posts are pending OPLAN/budget approval.

**Eligibility and essential 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;
- 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

<b>Organizational Unit:</b>	<b>EUAM Ukraine</b>
<b>Appointment Date:</b>	<b>As indicated above</b>
<b>Deadline for applications:</b>	<b>13<sup>th</sup> of May 2019 at 12h00 Kyiv time</b>
<b>Process:</b>	<p><b>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:</b>  <a href="mailto:vacancies@euam-ukraine.eu">vacancies@euam-ukraine.eu</a></p> <p>Applications will be considered <b>only, when using the standard Application Form to be returned in Word format, and indicating which position(s) the candidate is applying for.</b></p> <p><b>Only one application per person will be accepted; max three positions to apply for with priorities specified.</b></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**

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

The CIS Officer (Telephony and Unified Communications) will report 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, 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 to design, install, configure, manage, and maintain the Telephony & Unified Communications (T&UC) services platform and infrastructure;
- Assist in analysing, 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 related tasks as requested by the 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 a full course of university studies, 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, out 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 of English, Ukrainian and Russian;
- Good computer skills in Microsoft Office applications (Excel, Word, Power Point).

**Additional advantageous assets:**

- Very good knowledge of voice/video codecs, SIP / H.323 and TCP/IP protocols and their application;
- Knowledge and/or experience with Microsoft Hyper-V environment;

- Knowledge and/or experience with Microsoft Failover Clustering;
- 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 VoIP PBX, Session Border Controller (SBC) , Video Tele Conference / Videoconferencing (VTC) technologies and integration of IP-based communication 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;
- Good interpersonal and communication skills, ability to communicate effectively verbally and in writing;
- Ability to prioritize and manage a high workload exceptionally;
- Ability to work methodically, accurately and with attention to details as well as to tight deadlines;
- Ability to establish and maintain effective working relations as a team member in a multi-cultural, multi-ethnic environment;
- Ability to work independently and harmoniously with colleagues and as part of a team, with respect to diversity;
- Used to work on a multitude of activities at the same time and with limited supervision;
- 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.