



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

Organisation:	European Union Advisory Mission for Civilian Security Sector Reform Ukraine (EUAM Ukraine)			
Job Location:	Kyiv			
Availability:	see below			
Staff Regime:	Locally Contracted			
Job Title/ Vacancy notice	Ref.	Title of the post	Location	Available on
	<u>Locally Contracted (1)</u>			
	UALS 034	CIS Technician (Helpdesk and Support)	Kyiv	ASAP
Deadline for applications:	8 December 2023 at 17:00 hours (Kyiv time). Late applications will not be accepted.			
E-mail to send the App. Form:	vacancies@euam-ukraine.eu			

All locally contracted positions require the individual to be physically present in Ukraine and work at the assigned office.

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

- Enjoy full civil rights and not to have criminal records;
- Citizenship of Ukraine and/or holding permanent resident and work permits according to Ukrainian laws;
- 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. Only one application per person will be accepted and maximum three positions to apply for with priorities specified.

Local staff application procedure

Organizational Unit:	EUAM Ukraine
Appointment Date:	As indicated above
Deadline for applications:	8 December 2023 at 17:00 hours (Kyiv time). Late applications will not be accepted.
Process:	<p>Application forms are to be sent in English to EUAM Ukraine, to the attention of Human Resources Division by e-mail to the following e-mail address: 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 the candidate is applying for.</p> <p><u>Only one application per person will be accepted and maximum three positions to apply for with priorities specified.</u></p> <p><u>All locally contracted positions require the individual to be physically present in Ukraine and work at the assigned office.</u></p> <p>Eligibility criteria is of outmost importance. At this stage, it is not necessary to send copies of qualifications, previous employment contracts, etc. The candidates will be shortlisted based on their relevant qualifications and experience and only those considered eligible will be invited for tests and/or interviews. At the end of the selection process, only those short-listed applicants will be notified on the outcome of the selection process. 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>



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LOCAL STAFF POST VACANCY ADVERTISEMENT

Position Code	Position Title	
UALS 034	CIS Technician (Helpdesk & Support)	
Department/Unit	Location	Post Group (Local Staff)
Mission Support Department/CIS Division	Kyiv	III

The CIS Technician (Helpdesk & Support) reports to the CIS Officer-IT. As part of the CIS Division, the CIS Technician (Helpdesk & Support) will contribute to the efficient and effective accomplishment of the assigned tasks.

Duties and Responsibilities

The CIS Technician (Helpdesk & Support) will be required, in accordance with the EUAM Ukraine 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;
- To take account of gender equality and human rights aspects in the execution of tasks;
- Handle information with confidentiality and discretion;
- Perform any other related tasks as requested by the Line Manager(s).

Qualifications and experience

Eligibility criteria:

- Enjoy full civil rights and do not have criminal record;
- Citizenship of Ukraine and/or holding permanent resident and work permits according to Ukrainian laws;
- 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;
- Fluency in English and Ukrainian, both oral and written;
- Possess very good communication skills in English and Ukrainian;
- Excellent computer skills in Microsoft Office applications (Excel, Word, Power Point, Access).

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 focus on priorities, to monitor and evaluate procedures and processes;
- Ability to deliver work on time and to agreed standards, even under pressure;
- 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.