



### Vacancy and Job Description

Division/1st Level Department	Department/Unit	Region	Position Reference	Generic Pos. Ref.	Position Title	Vacancies
Mission Support Department	Technical Services, Communications and Information Systems Unit	PR, all over Kosovo	EKLS 40355	LS0167	IT Network Officer	1

Mission Support Department

Technical Services, Communications and Information Systems Unit

Title: **IT Network Officer**

Ref. no: **LS0167**

Region: **Pristina, all over Kosovo**

Grade: **2**

The IT Network Officer reports to Chief Communication and Information Systems Unit.

### **Main Tasks and Responsibilities:**

- To be responsible for the maintenance, configuration and troubleshooting of network infrastructure equipment (Switches, Routers, Firewalls, Access points and Wi-Fi controllers);
- To update networking documentation in conjunction with the operational requirements;
- To analyse, troubleshoot and fix internal or external networking issues.
- To liaise with contractors, vendors and internal cross functional teams in case of hardware or software failure related to the network equipment under his/her responsibility.
- To provide solutions through online research and advice end users following Help Desk requests;
- To apply a preventive maintenance schedule for all Networking Systems considering continues service delivery;
- To maintain backups related to all Networking Systems under his/her administration;
- To contribute to procurement procedures for new equipment, spare parts and maintenance services;
- To monitor the network infrastructure, produce technical incident reports and react in case of issue;
- To undertake any other related tasks as requested by the Chief Communications and Information Systems Unit;

### **Job Requirements:**

- Successful completion of university studies of at least 3 years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework OR a qualification of the first cycle under the framework of qualifications of the European Higher Education Area, e.g. Bachelor's Degree; The qualification should be in the following fields of expertise: Information Technology or IT Engineering, or other related university studies;  
OR
- Successful completion of the secondary education attested by a diploma, complemented by professional certification as Cisco Certified Network Professional (CCNP) / Cisco Certified Internetwork Expert (CCIE).
- At least five (5) years of relevant and proven full-time experience in Information and Communication Technologies after having obtained the university degree or professional certification;
- Proven track record and hands-on experience working with equipment from leading network manufacturers;
- Experience with routing protocols – Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), Enhanced Interior Routing Protocol (EIGRP) and first hop redundancy protocols – Hot Standby Router Protocol (HSRP), Virtual Router Redundancy Protocol (VRRP), and Gateway Load Balancing Protocol (GLBP);



- Experience with Data Link Layer protocols – Spanning Tree, Rapid Spanning Tree, Multiple Spanning Tree, VTP and port link aggregation –PAgP, LACP;
- Experience with IPSec and IKE VPN protocols;
- Experience with traditional and next generation firewalls;
- Experience with Access Points and Wi-Fi controllers;
- Excellent troubleshooting skills using free apps and online tools;
- Ability to learn new technologies and products using documentation and Internet resources;
- Ability to establish and maintain effective working relations as a team member in a multi-cultural and multi-ethnic environment;
- Ability to drive and be in possession of a valid driver’s license;
- Good command of spoken and written English;
- Punctuality, commitment to quality, ability to perform under stress and good interpersonal and communication skills;
- Experience in working within an international environment would be an added advantage;