Vacancy and Job Description

Division/1st Level Department	Department/Unit	Region	Position Reference	Generic Pos. Ref.	Position Title	Vacancies
Mission Support Department	Technical Services, Communication and Information Systems Unit	Pristina	EKLS 40347	LS0050	IT Specialist (Servers/Networks)	1

Title: **IT Specialist (Servers/Networks)**	**Ref. no: LS 0050**
Region: **Pristina**	Grade: **3**

He/she reports to the relevant IT Officer (Servers/Networks) and is assigned to the Communications and Information Systems Unit.

Main tasks and responsibilities:
- Contribute to the configuration, operation, administration and maintenance of LAN/WAN/VPN hardware and software, as instructed by his/her line manager;
- Install, configure, administer and maintain network based systems and devices including servers (physical and virtual), server operating systems, network-based applications, e-mail, mission-critical systems etc., as instructed by his/her line manager;
- Contribute to the administration of servers and network devices and related services, as instructed by his/her line manager;
- Contribute to the development and implementation of systems security measures;
- Contribute to the establishment and implementation of back up policies, safe storage of critical data, password management, encryption, antivirus protection etc.;
- Analyze, identify and resolve problems at the highest system level;
- Contribute to the support and training for users of various applications/software;
- Contribute to the preparation of requisitions for required materials and services within the Mission;
- Monitor the implementation of the guidelines and procedures for high-level IT support;
- Provide periodic reports of executed tasks and status of IT support to his/her line manager and give recommendations where needed;
- Provide on-line and on-site assistance with problems relating to the use of IT equipment and services as a high-level support (level 2);
- Configure and install new hosts (e.g. servers (physical and virtual), network devices etc.) and hardware (e.g. security appliances, firewalls etc.) in the LAN/WAN environment and prepare them for use with server based network services, in accordance with IT standards and SOPs;
- Ensure that the Mission's IT assets are used optimally and efficiently and make recommendations as required;
- Perform any other duties related to his/her assignment.

Job requirements:
- A level of secondary education attested by a diploma giving access to post-secondary education combined with relevant IT specialised training, and a minimum of 3 years of relevant and professional work experience. University studies in IT would be an asset;
- Excellent spoken and written command of English language;
- Experience in working within an international environment would be an advantage;
- Excellent knowledge of Microsoft Windows Server architecture and related platforms (e.g. Active Directory, Exchange, SharePoint, System Center etc.);
- Excellent knowledge of Cisco IOS and previous experience with Cisco devices (routers, switches, firewalls, installation, configuration, administration);
- Microsoft, Cisco and/or other IT certifications would be an asset;
- Excellent computer skills in Microsoft Office applications (Excel, Word, Power Point, Access);
- Ability to establish and maintain effective working relations as a team member in a multi-cultural, multi-ethnic environment;
- Punctuality; ability to perform under stress; willingness to work flexible working hours;
- Good interpersonal and communication skills; ability to communicate effectively orally and in written;
- Ability to prioritize and manage a high workload exceptionally.