

Vacancy and Job Description

Division/1st Level Department	Department/Unit	Region	Position Reference	Generic Pos. Ref.	Position Title	Vacancies
Office of the Head of Mission	Head/Deputy Head of Mission Secretariat	Pristina	EKLS 40001	LS0009	Political Officer	1
Mission Support Department	Communications and Information Systems Unit	Pristine	EKLS 40348	LS0052	IT Assistant (Helpdesk & Support)	1

Title: **Political Officer**

Ref. no: **LS0009**

Region: **Pristina**

Grade: **2**

The Political Officer reports to the Political Advisor.

Main Tasks and Responsibilities:

- To advise, support and assist the Political Advisor with political activities relevant to the Mission;
- To monitor political developments in Kosovo and in the region that may impact on the work of the Mission and provide analysis;
- To monitor and advise on improper political influence on Rule of Law institutions;
- To prepare summaries and reports on political issues as requested;
- Maintain contact with and monitor actions by governmental officials, representatives of local and international organisations regarding issues of concern to the Mission;
- To assist with organising official visits according to established protocol;
- To undertake any other tasks required on behalf of the Political Advisor.

Job Requirements:

- A University degree (three years) in Political Science, International Relations, Diplomacy, Law, Social Sciences or in any other relevant field;
- A minimum of three (3) years of relevant work experience;
- Fluency in written and spoken English essential;
- Knowledge of Albanian or Serbian is essential. Knowledge of an additional Kosovo local language would be an advantage;
- Excellent knowledge of Kosovo institutions and thorough understanding of the social and political context;
- Strong analytical skills;
- Ability to present information in a clear and relevant manner and provide innovative ideas about a relevant subject (e.g. ability to write clear, concise reports and summaries of meetings);
- Ability to perform under stress; willingness to work flexible working hours; good multi-tasking and organisational skills;
- Outstanding interpersonal and communications skills, as well as respect for national and cultural diversity;
- Ability to deal with sensitive information discreetly and confidentially;
- Valid driving licence of B category.



Mission Support Department

Communications and Information Systems Unit

Title: **IT Assistant (Helpdesk & Support)**

Ref. no: **LS 0052**

Region: **Pristina**

Grade: **3**

He/she reports to the appropriate IT Officer(s) or the Chief Communication and Information Systems Unit (CISU).

Main Tasks and Responsibilities:

- To assist in the configuration, operation, technical management and maintenance of all LAN/WAN/VPN hardware and software;
- To assist in the installation, configuration, administration and maintenance of all network based systems and devices;
- To assist in the implementation of back up policies, safe storage of critical data;
- To assist in analyzing, identifying and resolving user problems in the HQ and in the field;
- To contribute to the support and training for users of various applications/software;
- To assist in the preparation of requisitions for required materials and services within the Mission;
- To monitor the implementation of the guidelines and procedures for computer support;
- To provide reports of executed tasks and status of computer support to his/her supervisors and give recommendations where needed;
- To provide telephone, on-line and on-site assistance with problems relating to the use of IT equipment and software (e.g. e-mail, word processing, spreadsheets, presentation packages, database applications, Internet browsers, workstation operating systems etc.);
- To configure and install new hosts (e.g. computers, servers, network devices etc.) and hardware (e.g. printers, scanners etc.) in the LAN/WAN environment and prepare them for use with server based network services, in accordance with IT standards and SOPs;
- To ensure that the Mission's IT assets are used optimally and efficiently and make recommendations as required;
- To provide basic maintenance and troubleshooting of Comms\IT equipment (UPS, Microwave links, Radios) on occasion;
- To provide new phone lines/for the offices troubleshoot existing lines on occasion;
- To undertake any other work-related task as requested.

Job requirements:

- Completed secondary education attested by a Diploma combined with IT relevant training;
- A minimum of three (3) years of relevant work experience;
- Excellent spoken and written command of English language;
- Knowledge and/or experience with radio and telephone systems would be an asset;



- Experience in working within an international environment would be an advantage;
- 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; commitment to quality, 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 high workload.