



**Vacancies and Job Descriptions**

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	Pristina	EKLS 40348	LS0052	IT Assistant (Helpdesk & Support)	1
Mission Support Department	Human Resources Office	Pristina	EKLS 40302	LS0166	Human Resources Officer	1

Mission Support Department

Technical Services, 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 trainings;
- 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.

Mission Support Department

Human Resources Office

Title: **Human Resources Officer**

Ref. no: **LS 0166**

Region: **Pristina**

Grade: **2**

The Human Resources Officer reports to the Head of Human Resources Office.

**Main tasks and responsibilities:**

- To prepare and coordinate Calls for Contributions for international staff and Calls for Applications for local staff;
- To coordinate extension exercises for seconded staff prior the launch of each regular Call for Contribution;
- To conduct reviews of job descriptions in direct consultation with line managers and other actors involved;
- To take part in grading committees for the purpose of determining the remuneration of contracted local and international staff;
- To support the initial deployment , redeployment and check-out of staff;
- To assist in the timely issuance of employment contracts for international and local staff;
- To advise mission staff in insurance matters;
- To maintain the attendance record system and advice staff on leave entitlements;
- To assist the preparation of monthly payrolls and other financial entitlements of staff;
- To assist staff members in matters related to duty travel;
- To draft HR Office inputs to Mission reports;
- To contribute to the development, implementation and follow-up on the Human Resources strategies, policies and procedures;
- To undertake any other related tasks as required by the Head of Human Resources Office.

**Job Requirements:**

- Successful completion of a full course of University studies attested by a degree in Social Sciences, Human Resources, Business Administration or equivalent studies, where the normal duration of university education in the country awarded is three (3) years or more and, after having obtained the university degree at least five (5) years of relevant and proven full-time professional experience, or  
level of secondary education attested by a diploma giving access to post-secondary education, and a minimum of eight (8) years of relevant and proven full-time professional experience.
- At least five (5) years of experience in general human resources administration and/or recruitment, ideally in an international context; or 8 years in the absence of University degree;
- Excellent interpersonal and communication skills, both written and oral;
- Excellent organisational and planning skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy;
- Spoken and written proficiency in English language;
- Working proficiency in both Albanian and Serbian languages would be an advantage;
- Extensive experience in one or more international organizations would be an advantage;
- Ability to perform under stress and in complex circumstances.