

## Terms of Reference

**Project Titles:** EU Border Assistance Mission to Moldova and Ukraine

**Post Title:** IT Expert

**Duty Station:** Chisinau, Moldova

### Duties and responsibilities:

1. Provide day to day administration, operation and maintenance of the office network, servers, as well as computers, including hardware and software;
2. Ensure and maintain full operational status of the office Internet-server, mail host, and computer equipment;
3. Maintain uninterrupted 24 hours Internet connection and electronic mail;
4. Maintain and update the inventory list of the computer equipment, monitoring the physical existence of the office hardware and software;
5. Study the office computer equipment requirements and work out recommendations on improvement of the IT-situation in the office and their implementation;
6. Provide consultation and technical assistance to computer users and project staff;
7. Maintain contacts with the UNDP Office in Ukraine and Moldova on IT related issues;
8. Prepare and submit periodic reports related to the IT;
9. Introduce and implement new information technologies in the office with full observance of the UNDP corporate policies on IT, including software;
10. Install, set up, configure and de-bug the LAN equipment and software to full operational capacity;
11. Prepare and implement all the necessary hardware/software configurations for full operation as a top-level LAN including workstations, file servers etc.;
12. Provide assistance to the project staff in preparation of reports, presentations and web-site up-date;
13. Train and support project staff in a variety of tasks that require the use of computers (presentations, reports, graphics, electronic mail etc.);
14. Periodically upgrade all software resources, including mail software;
15. Provide technical support to the project staff, including change of cartridges and service of the printers;
16. Check for computer viruses and ensure regular upgrades of the anti-virus software;
17. Record and file all information related to the project's soft and hardware;
18. Assist in arranging video-conferences and conference calls;
19. Perform other functions/tasks when required.

### Specific technical requirements:

Hardware: Cisco networking devices, x86 based personal computers, notebooks

Operational system: Linux, Windows, Windows Server Edition, Firewalls

Graphical software: PhotoShop, CorelDraw Graphics

Skills: Network building and planning

### Qualifications:

1. MA degree in IT-related sphere;
2. Experience in databases development, programming and web designing;
3. Experience in software development projects;
4. Proven knowledge of modern Internet technologies such as HTML, XML, CSS, and HTTP, PHP, SQL;
5. Languages: Russian, Ukrainian, English
6. Enthusiastic approach, quick problem solving skills, good taste;
7. Excellent interpersonal and communication skills;
8. Strong organizational and time management skills.