

TERMS OF REFERENCE

Project Title: EU Border Assistance Mission to Moldova and Ukraine
Post Title: IT Expert
Duty Station: Chisinau, Moldova

DUTIES AND RESPONSIBILITIES

Under the guidance and direct supervision of the IT Officer, the incumbent provides leadership in execution of ICT services for the EUBAM offices located in Moldova, implements ICT management systems and strategies, provides daily technical support to users of information management tools and technology infrastructure, executing the following duties:

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

REQUIRED QUALIFICATIONS AND COMPETENCIES

- University degree in IT-related sphere;
- Minimum 5 years of working experience in network administration and use of hardware/software, telecommunications facilities, knowledge of database packages, experience in web design;
- Experience in databases development, programming and web designing;

- Experience in software development projects;
- Proven knowledge of modern Internet technologies such as HTML, XML, CSS, and HTTP, PHP, SQL;
- Languages: Romanian, Russian, English
- Enthusiastic approach, quick problem solving skills, good taste;
- Excellent interpersonal and communication skills;
- Strong organizational and time management skills.