

Position Code	Position Title	
ALS 29	Communication and Information Systems (CIS) Officer – Infrastructure Administrator	
Department/Unit	Location	Post Group (Local Staff)
Mission Support Department/ Communication and Information Systems	Yeghegnadzor	II

The Communication and Information Systems (CIS) Officer – Infrastructure Administrator reports to the Head of Communication and Information Systems.

As part of the CIS Unit, the CIS Officer (Infrastructure Administrator) will contribute to the efficient and effective accomplishment of the assigned tasks.

Duties and Responsibilities

The CIS Officer (Infrastructure Administrator) will be required, in accordance with the EUMA Mandate, Code of Conduct and the General Service Conditions for Locally Contracted Staff Employed by EUM Armenia, Serving in Armenia, to perform the following tasks:

- To assist in the development, implementation, administration and maintenance of all network systems and services;
- To assist in the testing, installation, configuration, operation, management and maintenance of all LAN/WAN/VPN hardware, software and services, and prepare them for use, in accordance with CIS standards and SOPs;
- To take part in Duty trips within Armenia with specific technical tasks;
- To assist in the development and implementation of Network and IT systems security measures;
- To monitor, troubleshoot and fix IT Infrastructure issues timely; Provide on-line and on-site assistance with problems related to IT infrastructure;
- To liaise with the ISP on various issues including Internet, telephone, and billing;
- To maintain regular contact with various suppliers, ensuring appropriate services and supplies are delivered on time to the CIS Unit;
- To maintain all CIS contracts, invoices, due payments and deadlines. Inform Head of CIS of delays, possible delays or irregularities and act for proper resolution as directed;
- To liaise with Field Offices on various CIS-related matters including various inventory lists to ensure CIS records are up-to-date.
- To act as Helpdesk Operator and perform basic Active Directory Management using dedicated software tools;
- To maintain filing system, file and archive documents, recorded data/documents in the appropriate database, spread-sheets and all data-related files;
- To perform general administrative and secretarial/office duties including mailing, scanning, faxing and copying. Prepare and modify documents including correspondence, reports, drafts, memos and emails or other requested documents;
- To schedule and coordinate internal and/or external meetings and appointments for CIS personnel;
- To assist in the technical requirements gathering, planning, procurement, commissioning, upgrades, maintenance and support of the CIS services and their components;
- To write/update technical documentation (including User Guides);
- To provide periodic reports of executed tasks and status of ongoing project to his/her supervisors and give recommendations where needed;
- To ensure that the Mission's IT assets are used optimally and efficiently and make recommendations as required.
- To undertake small to medium-sized IT projects as instructed by Head of Communication and Information Systems;
- To handle information with confidentiality and discretion;
- To undertake any other related tasks as requested by the Line Manager.

Qualifications and experience

Eligibility criteria:

- Enjoy full civil rights and do not have criminal record;
- Citizenship of Armenia and/or holding permanent resident and work permits according to Armenian laws;
- Have fulfilled any obligations imposed on him/her by the laws concerning military service;
- Successful completion of a full course of university studies attested by a degree in Information Technology, Information Systems, Computer Engineering, Computer Science or a relevant field, where the normal duration in the country awarded is 3 (three) years or more (e.g. Bachelor's Degree);
- After having obtained the university degree, a minimum of 5 (five) years of proven and full time experience in Information and Communication Technology.

Essential criteria:

- Be physically fit to perform the duties relating to the position;
- Professional fluency in English and Armenian languages, both oral and written;
- Excellent communication skills of English and Armenian;
- Excellent knowledge of Cisco IOS and hands-on experience with Cisco devices (e.g. routers, switches, firewalls, Access points) and infrastructure solutions (LAN and WAN) preferably in a corporate and/or a wide area networking environment;
- Excellent computer skills in Microsoft Office applications;
- Excellent administration and organizational skills;

Additional advantageous assets:

- Experience working with firewall, Hardware Load Balancer, Wireless Controller;
- Knowledge and experience of Cisco Switching, BGP configuration, VPN environment;
- Knowledge and experience of Microsoft Cloud environment and Azure Networking;
- Cisco CCNP/CCNA, Stormshield CSNA/CSNP, KEMP KCP/KCE, Microsoft, ITIL, and/or other IT certifications or completed trainings would be an advantage;
- Professional experience in an EU and/or International environment;
- Experience of working in an intercultural environment, with respect of diversity;
- Particular skills in identifying technical problems and developing solutions.
- Knowledge of Russian language.

Personality assets:

- Have strong sense of initiative, responsibility and autonomy;
- Ability to build productive and cooperative working relationships with other staff members;
- Ability to work methodically, accurately and with attention to details as well as to tight deadlines;
- Used to work on a multitude of activities at the same time and with limited supervision;
- Ability to work independently and harmoniously with colleagues and as part of a team, with respect to diversity;
- Ability to focus on priorities, to monitor and evaluate procedures and processes;
- Ability to deliver work on time and to agreed standards, even under pressure;
- Used to work on a multitude of activities at the same time and with limited supervision;
- Punctuality, commitment to quality, attention to detail, willingness to work flexible working hours and still deal helpfully and courteously with all contacts.