

Position Code	Position Title	
ALS 30	Communication and Information Systems (CIS) Officer – Telephony and Unified Communications	
Department/Unit	Location	Post Group (Local Staff)
Mission Support Department/ Communication and Information Systems	Yeghegnadzor	II

The Communication and Information Systems (CIS) Officer – Telephony and Unified Communications reports to the Head of Communication and Information Systems.

As part of the CIS Unit team, s/he will contribute to the efficient and effective running of the Unit tasks with a focus on developing and maintaining cloud telephony services, voice-over-IP telephony services, video communication services, radio and satellite communication services and the development and maintenance of the unified communication services platform.

Duties and Responsibilities

The CIS Officer (Telephony and Unified Communications) 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 to design, install, configure, manage, and maintain the Telephony & Unified Communications (T&UC) services platform and infrastructure;
- To assist in analysing, identifying and resolving T&UC problems;
- To provide reports of executed tasks and status of T&UC services to his/her supervisors and give recommendations where needed;
- To process and format GSM bills, send to Mission Members, follow up on the returns, compile the requested information for the finance department.
- To guidance on GSM bill-related issues and liaise with Mission Members;
- To coordinate with GSM provider on various issues including SIM cards and Mission Member queries;
- 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. Act as Helpdesk Operator and perform basic Active Directory Management using dedicated software tools;
- To provide advice and guidance to end-users on using Mission telephony and radio systems.
- To take notes/minutes and perform spoken translation if required during various meetings, translate written documents from local languages to English and vice versa;
- 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 assist to develop and maintain systems to monitor and control the T&UC services and their components as required, and to develop documentation about T&UC network and services configuration;
- To oversee and provide all levels of technical support to ensure the prompt resolution of T&UC service incidents and service requests;
- To install and maintain all Radio Repeaters and other backbone communication equipment in the entire Mission area, to perform regular reviews of the systems and to submit recommendation for improvements;
- To troubleshoot general radio network problems, coverage issues, etc. (VHF, UHF, HF) with aim to improve the communication infrastructure and improve communications;
- To keep a proper inventory of the communication equipment (radio, satellite, etc.), through periodical inventory and evaluations, to make proposals for hardware upgrades and/or write off for outdated equipment;
- To undertake small to medium-sized communication projects as instructed by the 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 other relevant fields, where the normal duration of university education in the country awarded is three (3) years or more and attested by a diploma.
- After having obtained the university degree, at least five (5) years of relevant and proven full time professional experience in Information and Communication Technology.

Essential criteria:

- Knowledge and experience with Microsoft Teams (or similar technology platform) configuration, security implementation and administration;
- Knowledge and experience with VoIP PBX, Session Border Controller (SBC), Video Teleconference / Videoconferencing (VTC) technologies and integration of IP-based communication services;
- Knowledge and or experience with Microsoft 365 Services, of which, e.g. Azure AD, Intune, Azure PaaS, Azure IaaS;
- Be physically fit to perform the duties relating to the post;
- Fluency in English and Armenian, both oral and written;
- Excellent computer skills in Microsoft Office applications.

Additional advantageous assets:

- Knowledge and/or of voice/video codecs, SIP / H.323 and TCP/IP protocols and their application;
- Knowledge and/or experience with Microsoft Hyper-V environment;
- Knowledge and /or experience with Microsoft Teams compatible VTC equipment, such as Polycom products;
- Knowledge and/or experience with ITSP (Internet Telephony Service Provider), and supporting products such as AudioCodes;
- Knowledge and/or experience with routers, switches, LAN and WAN;
- Excellent practical knowledge in tuning and filtering UHF and VHF Repeaters (preferably Motorola systems);
- Excellent practical knowledge in tuning, aligning and maximizing both vehicle-borne and base HF systems (knowledge of CODAN will be a distinct advantage);
- Excellent knowledge of the transmission and reception conditions throughout all areas of Armenia in the fields of HF, VHF and UHF communications (including frequency-related issues);
- Excellent practical knowledge in setting up various satellite communications devices which are used to transmit and receive data, fax and phone (including GSM) signals;
- Good practical knowledge of PBX systems (including both PSTN and ISDN systems);
- Good, practical knowledge of data systems infrastructure generally (Wired and Optical);
- Professional experience in an EU and/or international environment;
- Experience of working in an intercultural environment, with respect for diversity.
- 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.