

## TERMS OF REFERENCE

<b>Title of Post:</b>	IT Network Administrator
<b>Level:</b>	GS-6 (app. \$1,047 gross per month)
<b>Project Title:</b>	Housing and Property Directorate, UNMIK CA
<b>Duty Station:</b>	Pristina
<b>Starting date:</b>	ASAP
<b>Duration:</b>	6 months (renewable)
<i>Reference number:</i>	<i>HPD/118/2004</i>

### **Background:**

The Housing and Property Directorate (HPD) and the Housing and Property Claims Commission (HPCC) are internationally supervised bodies mandated to regularize housing and property rights in Kosovo. The HPD was established by UNMIK on 15<sup>th</sup> November 1999 to achieve efficient and effective resolution of property disputes on the territory of Kosovo, and to provide creative and fair solutions for the many people of Kosovo whose rights to property have been affected by ethnic discrimination or the recent conflict.

HPD has six Regional Offices in Kosovo. The offices are linked by a Wide Area Network whereby each office has access to its centralized Claims Management Database. The IT Unit is responsible for maintaining the WAN system and providing efficient services to its users numbering more than 240.

### **Main duties and responsibilities:**

The position is within the Executive Office of the Director. Under the direct supervision of the IT Officer, the IT Network Administrator will be responsible for administrating HPD Wide Area Network (WAN), Local Area Network (LAN) and servers' configuration. In addition, his/her specific duties will include:

- Provide installation and maintenance of all computer equipment classified as:
  - (a) Stand alone personal computers;
  - (b) Workstations connected to a LAN/UNIX /WIN NT/XP Servers;
  - (c) All computer peripherals, printers, UPS's, hubs, modems and any other hardware machinery directly involved in the network configuration;
- Perform test and installation of "Windows" software on servers and all new computers. Also assist in delivery of in-house computer training and report to direct supervisor the condition of the equipment received together with a verification of the inventory report including progress;
- Monitoring the performance of the whole network and to troubleshoot all areas including cables, and other media linked to the network configuration.
- Bridges the gap between information users and programmers by facilitating requirements for local and wide area networking communication links between the parties.
- Serves as a link between users (mostly end-users) and IT staff, interpreting user needs and formulating user specifications.
- Participates in the development, implementation, and maintenance of server based computer systems.
- Takes active role in structuring the problem, quantifying objectives, and helping to synthesize and crystallize user wishes so that system specifications can be prepared.
- Proposes compromises when conflicting user interests arise.
- Studies problems (or anticipates potential problems) and suggests which procedures, methods, or techniques are required for computer based solution to the problems.

- Explains the capabilities and limitations of computing to users with no technical background.
- Assist IT management with drafting documents on the technological feasibility of proposals.
- Assists IT management in planning and implementing strategies to reduce user resistance to new or changing systems
- Assists in orientations, training programs, and preparation of user training manuals on various computer applications.
- Participate and act as focal point for telecommunication facilities configuration and preparation of user training manuals.
- Develops system test goals and methodology.
- Participates (along with users) in systems evaluation.
- Identifies systems errors and recommends system modifications.
- Resolves complaints and serves as mediator in user/IT staff disputes.
- Any other duties that may be assigned from time to time.

#### **Qualifications:**

- Diploma in Computer Science or equivalent.
- Minimum of 2-3 years of professional working experience in maintenance and servicing of computer networks and equipment.
- Microsoft Certified System Engineer (MCSE) or CISCO Networking Certified Engineer.
- Technical expertise in OSI Model, Ethernet networks configuration, TCP/IP, IP addressing, and structured cabling skills.
- Working knowledge of client server, Windows NT/XP server, Exchange Advanced Server 2000 administration, and install and configure Linux/Unix firewalls.
- Good oral and written skills in English.

#### **Competencies:**

- Candidate must be familiar with the goals of UNMIK.
- Ability to deal with people with diplomacy.
- Knowledge about IT Department clients and their work...
- Ability and patience to teach and train both professionals and non-technical users.
- Ability to function well under pressure, resolve conflicts, and balance trade-offs.
- Ability to work in a team.
- Ability to adapt to a multiethnic working environment.
- Strong commitment to non-discrimination and human rights.

The incumbent will be required to frequently travel to other HPD offices within Kosovo.

#### **Notes:**

1. Interested applicants should submit their completed application forms (P.11) by e-mail to [recruit@hpdkosovo.org](mailto:recruit@hpdkosovo.org) or fax at (038) 244-854 for attention of Human Resources Assistant. Please clearly specify the **Reference Number** of the post applied.
2. Applications from of the qualified women candidates are encouraged. Preference will be given to equally qualified internal candidates. Only short-listed candidates will be contacted.