

TERMS OF REFERENCE FOR IT&C EXPERT

Eligibility criteria:

1. Have fulfilled the obligations imposed on him/her by the laws of their home country concerning military service (where applicable);
2. Have a good command of English language;
3. Not have a criminal record;
4. Not have any criminal procedure initiated against him/her;
5. Not be a close relative - by blood, marriage or cohabitation - with any of the members of the SELEC Management.

General requirements:

1. Be a national of one of the SELEC Member States, enjoying full rights as a citizen;
2. Have a level of education corresponding to a university degree in IT and Computer Sciences;
3. At least 5 years of relevant professional experience in:
 - an ICT team environment dealing with LAN, WAN and Wireless Network Infrastructures and Telecommunications (PBX)
 - support and maintenance of Data Centers, including racks and cable/patch management
 - managing Cisco Platforms, including wireless and switching and VPN
 - implementation and maintenance of enterprise Cisco Networking solutions
 - planning, implementation and maintenance of TCP/IP networks
4. Knowledge of Network designs, implementation and related technologies;

Desirable requirements:

1. Knowledge of implementation and maintenance of Virtual Private Network infrastructure to multi-party/multinational sites;
2. Knowledge in the field of telecommunication and IP Telephony and Voice management solutions;
3. Knowledge in the design, rollout and maintenance of enterprise Cisco VOIP Telephony and Video conference solutions;
4. Knowledge of the Network packet shaper systems;
5. Knowledge of M-Files solution and Document Management Systems.
6. Previous experience in working in an international organization shall be an advantage.
7. Previous experience in the law enforcement field shall be an advantage.

Specific skills and competencies:

1. Implementation, maintenance and support of the ICT Network Infrastructure;
2. Implementation, maintenance and support of Voice & Video Conferencing systems;
3. Implementation, maintenance and support of the entire Wireless Infrastructure;
4. Implementation, maintenance and support of LAN, WAN & WLAN Network Infrastructure.

Job Description:

Under the authority of the Director for Legal and Internal Affairs, the IT&C Expert shall:

1. Ensures the good functioning for all the SELEC integrated systems installed in the headquarters and in SELEC's National Focal Points (communication, IT, fire security and access security equipment), and the good relationship with the local companies designated to ensure the maintenance activities;
2. Elaborates methodologies and instructions regarding protocols and encryption (where necessary) for data exchange, inside SELEC and also with National Focal Points;
3. Manages security solutions to include firewalls, anti-virus, anti-spam, anti-malware, and content filtering products; provides security and control measures across multiple computer platforms;
4. Plans, coordinates and implements network security measures in order to protect data, software, and hardware;
5. Manages servers to include DNS, DHCP, AD, WDS, backup file servers;
6. Administers and maintains user accounts for computers, e- mail, and software access. Add users to a network, and assign and update security permissions on the network. Train users in the proper use of hardware and software;
7. Performs data and server backup and software for disaster recovery purposes;
8. Monitors network and server data flow, performance and security using a variety of evaluation tools; analyzes data flow patterns; checks network logs to detect intruders;
9. Installs, configures and maintains end-user workstation hardware, software and peripherals;
10. Performs necessary network upgrades, tests hardware and software to ensure optimal network functionality;
11. Manages telecommunication and videoconference networks;
12. Supports migration and installation activities related to network infrastructure, equipment and network in SELEC connected Member States; Ensures the good working for all SELEC integrated systems installed in SELEC's National Focal Points;

13. Maintenance and upgrade cycle of the Data Centre environments, including the continuous reconfiguration and fine-tuning required for optimal detection and response to incidents and problems;
14. Executes remediation actions on incidents at the infrastructure level in accordance with existing procedures, updating them with relevant information to increase support efficiency;
15. Develops administrative procedures for recurring system administration activities and provide installation, technical support and maintenance documentation where required;
16. Be responsible for the execution of planned maintenance operations as described by the applicable procedures;
17. Be responsible with the supervision, development, implementation and administration of the security measures established in order to prevent and/or detect the unauthorized access and transmission of the information;
18. Executes studies and documentation regarding the technical solutions to improve SELEC integrated systems' performances according to operational necessities;
19. Offers technical advice to all SELEC staff, Liaison Officers and National Focal Points, regarding communication and IT solutions, to improve and assist their activity;
20. Participates with technical capabilities in purchasing commissions regarding consumables, maintenance, communication services and equipment;
21. Participates in all activities concerning software and hardware purchases and installations and also to the setting up process, according to operational necessities;
22. Elaborates technical specifications;
23. Stays current on advancements in technology; identifies and assesses opportunities to improve services for the benefit of internal users;
24. Performs any other task assigned by the Director General and/or the Director for Legal and Internal Affairs, within its field of competence.