

EUROPEAN EXTERNAL ACTION SERVICE



European Union Partnership Mission in Moldova EUPM Moldova 3-2026 Call for Contributions

Annex 1 – Requirements and Job Descriptions

All positions listed hereunder are open to applications from candidates seconded¹ by EU Member States.

Post Ref.:	Post Title:	Location:	Availability:	Open to	
				Contracted Applications ²	Third States ³
MOL 12	Strategic Adviser on Hybrid Threats	Chisinau	ASAP	-	YES
MOL 27	Finance Officer	Chisinau	ASAP	-	-
MOL 28				YES	-
MOL 45	Executive and Documentation Management Officer	Chisinau	ASAP	-	-
MOL 33	Communication and Information System (CIS) Officer	Chisinau	ASAP	YES	-

¹Seconded candidates are candidates who hold the citizenship of an EU Member State and have been endorsed by their National Seconding Authority (NSA) as well as validated in their database. Candidates interested in applying as seconded for vacant posts should contact their respective NSA for information on the application process and national eligibility criteria. Please note that CivOpsHQ and the Mission are unable to provide further information on National Seconding Authorities.

²When 'YES' is indicated, this post is, in addition to seconded, open to candidates holding the citizenship of an EU Member State applying under Contracted Employment Regime.

³When 'YES' indicated, this post is open to seconded candidates holding a citizenship of a Non-EU state considered a Contributing or Invited Third State (CTS) to the respective Mission.

Deadline for Applications | Monday, 9 November 2026, 17:00 CET

How to submit an application:

- You hold the citizenship of an EU Member State** and must use Goalkeeper to apply following the indicated links; either:
 - You are already registered on Goalkeeper AND you have an associated EU Login:
<https://goalkeeper.eeas.europa.eu/registrar/web>
 - You do not have a Goalkeeper account nor an associated EU Login:
<https://goalkeeper.eeas.europa.eu/registrar/web/DPA/357/details.do>
- You do not hold the citizenship of an EU Member State.** Candidates who hold the citizenship of a non-EU Contributing Third State (CTS) may only be considered when they are seconded by their National Seconding Authority (NSA). Personal applications will not be accepted. Candidates should contact their NSA and submit their application form through this channel.

For more information relating to selection and recruitment, please contact the
Civilian Operations Headquarters (CivOpsHQ):

Mr Thomas KRUEGER

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Low/Moderate/Significant Threat Non-Family Mission

European Union Partnership Mission in Moldova bears a Low/Moderate/Significant Threat Non-Family Mission status. As such, the Mission takes no responsibility for family members of mission members visiting or habitually residing in the country. Only international mission members are covered by the Mission status (SOMA), MEDEVAC or security/evacuation arrangements and use of Mission assets including vehicles. All costs for family members in the Mission area, including insurance, are the respective staff member responsibility.

Please note that the Country Threat Assessment (CTA) of the country might change at any point during the call for contribution cycle. It may have an impact on mission members' working conditions, including financial and leave entitlements. The CTA mentioned in this call for contribution is valid on the date of its publication.

Seconded personnel – For seconded positions, only personnel nominations received through official channels from EU Member States will be considered. EU Member States will bear all personnel-related costs for seconded personnel, including salaries, medical coverage, travel expenses to and from the Mission area (including home leave) and allowances other than those paid according to the Council documents ST 7291/09 (10 March 2009), as amended by ST 9084/13 (30 April 2013) and by ST 14108/25 (30 October 2025).

Seconded personnel from Contributing Third States (CTS) – Based on a political decision, Contributing or Invited Third States may be considered. Personnel seconded from Contributing Third States are not entitled to receive allowances paid according to Council Documents ST 7291/09 (10 March 2009), as amended by ST 9084/13 (30 April 2013) and by ST 14108/25 (30 October 2025).

Contracted personnel – Council Decisions establishing civilian CSDP missions stipulate that the missions will consist primarily of staff seconded by EU Member States or EU institutions and the EEAS. International and local staff may exceptionally be recruited on a contractual basis if the functions required cannot be provided by personnel seconded by EU Member States.

The OPLAN and the employment contract with the Mission establishes the conditions of employment, rights and obligations, remuneration, allowances, travel and removal expenses and the applicable high/critical threat insurance policy.

In line with the policy on increasing the presence of secondment experts in civilian CSDP to strengthen the ownership of EU Member States over missions, the overall duration of subsequent contracts with one mission cannot exceed a maximum cumulative period of six years.

Moreover, the duration of any contract cannot exceed the duration of the mandate of the mission and is in addition limited to a maximum duration of 24 months. There is no legitimate expectation or a right for a new contract. This rule will apply to all types of missions (low, moderate, significant, high and critical threat missions).

Once the maximum cumulative period of subsequent contracts of six years in a mission has been exhausted, the international contracted staff will not be eligible for a post in that mission and cannot be offered a new contract in that mission. However, she or he may apply to other missions.

Specificities for high or critical threat missions

International contracted staff having exhausted their maximum cumulative period of six years of subsequent contracts in one or more high or critical threat missions can apply for posts in other high or critical threat missions only after a period of one year has passed since the end of the last contract with a high or critical threat mission ("cooling off period") at the date of their application. For the purpose of this paragraph, consecutive contracts are defined as contracts between which the time elapsed is less than one year.

Should the threat assessment of a mission change during the contract of an international contracted staff from lower, moderate or significant to high or critical or vice versa, only the high or critical threat periods will be accounted for the maximum cumulative period of six years. The period will be counted from the date when the CivOpCdr informs the respective mission about the change in the threat level.

Contracted candidates for which the selection procedure and/or deployment would result in exceeding the maximum cumulative period as described above, preventing a full twelve-month deployment, will not be eligible.

Documents supporting educational qualifications and work experience should be accompanied by certified translations of the original documents in the English language, if issued in another language, in accordance with the European Commission Guidelines for Lifelong Learning, which ensures transparency in higher education and fair and informed judgements about qualifications.

Tour of duty/contract period – Subject to the adoption of the Council Decision extending the Mission mandate and approving the appropriate Budgetary Impact Statement, the duration of the deployment should be of 12 months.

The Civilian Operation Commander requests that EU Member States and Contributing Third States (Contributing States) propose candidates for the following international expert positions for EUPM Moldova, according to the requirements and profiles described below:

I. GENERAL CONDITIONS

Citizenship – Candidates must have a citizenship of an EU Member State or of a Contributing Third State.

Integrity – Candidates must maintain the highest standards of personal integrity, impartiality and self-discipline within the Mission. Selected candidates are not allowed to provide or discuss any information or document as a result of access to classified and/or sensitive information relating to the Mission or respective tasks and activities. They shall carry out their duties and act in the interest of the Mission.

Flexibility and adaptability – Candidates must be able to work in arduous conditions with a limited network of support, with unpredictable working hours and a considerable workload. They must have the ability to work professionally as a member of a team, in task forces and working groups with mixed composition (e.g. civilian and military staff) and be able to cope with extended separation from family and usual environment.

Availability – Candidates must be able to undertake any other tasks related with the competencies, responsibilities and functions of the respective position within the Mission, as required by the Head of Mission.

Serious deficiencies in any of these general conditions may result in repatriation/termination of the secondment/contract.

II. REQUIREMENTS

II.A Essential requirements

The following are essential requirements in respect of civilian international experts to the Missions for all Job Descriptions:

Physical and mental health – Candidates must be physically fit and in good health without any physical or mental problems or substance dependency which may impair operational performance in the Mission and in its Area of Operation. Selected candidates should undergo an extensive medical examination as requested by the seconding authority or the Mission in accordance with “Fit to work clearance” procedure prior to recruitment/deployment to prove that they comply with the requirement.

To ensure duty of care in the CSDP Mission, selected seconded/contracted candidates shall be able to serve the full period of secondment/contract before reaching the normal age of retirement in Contributing States/country of residence.

Education and training – Candidates should have a recognised qualification under the European Qualifications Framework (EQF), or equivalent, at a level specified in the individual job descriptions. Candidates are advised to verify their compliance through the link: <https://ec.europa.eu/ploteus/content/descriptors-page>.

Knowledge – Candidates should have knowledge of the EU Institutions and Mission Mandate, particularly related to the Common Foreign and Security Policy (CFSP), including the Common Security and Defence Policy (CSDP).

Skills and abilities

Language skills – Candidates must have the understanding, speaking, and writing proficiency in the working languages of the Mission. Certain positions may require higher language skills further specified in the individual job descriptions. The Mission may seek to facilitate language training and where appropriate, specialist language training, for newly recruited mission staff members. Candidates are advised to verify their proficiency through the following link: <https://europa.eu/europass/en/common-european-framework-reference>.

Communication and interpersonal skills – Candidates must have excellent interpersonal and communication skills, both written and oral.

Organisational skills – Candidates must have excellent organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy.

Digital skills – Candidates must have basic digital skills in the competency areas: information and data literacy, communication and collaboration, digital content creation, safety and problem solving. Candidates are advised to verify their proficiency through the following link: <https://digital-strategy.ec.europa.eu/en/news/test-your-digital-skills-and-thrive-digital-world>.

Driving skills – Candidates must be in possession of a valid – including Mission area – civilian driving licence for motor vehicles (Category B or equivalent). They also must be able to drive any 4-wheel-drive vehicle.

Serious deficiencies in any of these general conditions may result in repatriation/termination of the secondment/contract.

II.B Desirable requirements

Knowledge of the Mission area – Candidates should have a good knowledge of the history, culture, social and political situation of the region and also knowledge of the police, judiciary and governmental structures, as applicable.

Knowledge and experience of Security Sector Reform – Candidates must be acquainted with Security Sector Reform concepts and practices, especially in the Mission area, as applicable.

Training and experience – Candidates should have attended a Civilian Crisis Management Course or equivalent.

Language – Knowledge of local language(s), depending on the job tasks and responsibilities.

Driving licence – Category C driving licence.

III. ESSENTIAL DOCUMENTS AND EQUIPMENT FOR SELECTED CANDIDATES

Passport – Selected candidates must have a biometric passport from their respective national authorities valid for at least six months. If possible, a Service Passport or Diplomatic Passport should be issued.

Visas – Contributing States and selected candidates must ensure that visas are obtained for entry into the Mission area prior to departure from their home country. It is also essential to obtain any transit visas, which may be required for passage through countries on route to the Mission.

Education diploma(s)/certificate(s) and/or professional certificate(s) – Selected international contracted candidates must have and present to the Mission the university diploma or the professional certificate/diploma, depending on the job description, before signing the contract or taking up their duties.

Required Personnel Security Clearance (PSC) or Certificate of Good Conduct – Selected candidates will have to be in possession of the necessary level of a Personnel Security Clearance (PSC) as specified in the respective job descriptions. In case of lack of such requirement in the job description, selected seconded candidates are required to present a valid official document from their respective country's competent National Authority confirming the lack of convictions for crimes or offences under common law, not older than 3 months (the so-called **Certificate of Good Conduct**) to their relevant National Seconding Authority. Selected contracted candidates present the certificate to the mission.

In case of the PSC requirement: seconded experts must provide the original certificate of the national security clearance or a proof of the initiation of the process upon deployment. For contracted experts, the process will be initiated by the Mission upon deployment. Please note that the role of the Mission is limited to initiation of the process and the Mission declines all responsibility regarding its final outcome.

In any case, the final PSC certificate must be presented within 12 months from the date of deployment. Failing to meet this requirement will result in the termination of the secondment/contract and no extension can be granted. Please note that Heads of Mission, Deputy Heads of Mission and Heads of Security and Health must always provide a valid PSC upon their deployment – a proof of initiation of the PSC is not accepted.

In case of the **Certificate of Good Conduct**, seconded experts must deliver such a certificate to their respective Seconding Authority. Contracted experts must deliver such a certificate to the Mission's Human Resources before their deployment. In case of possession of multiple nationalities, or if a candidate has or had his/her residence in a country, which is not his/her country of origin, a certificate must be issued by every country where the selected candidate has had his/her residence for a period longer than 1 year during the last 5 years preceding the deployment (except if he/she resided there prior to reaching the age of 18 years).

For Contributing Third States selected candidates, an equivalence to access to the required level of EUCI will be delivered on the basis of Security of Information Agreement or Administrative Arrangements with EU or, in their absence, on the basis of the Framework Participation Agreements.

Certificate/booklet of vaccination – Selected candidates must be in possession of a valid certificate/booklet of vaccination showing all vaccinations and immunisations received. They also must be vaccinated according to the required immunisations for the Area of Operation of the Mission.

Medical certificate – Selected candidates should undergo an extensive medical examination and be certified medically fit for Mission duty. A dental examination should be certified, stating that no imminent dental issues are foreseen.

For selected contracted candidates, in compliance with “Fit to work clearance procedure”, a copy of the result of the medical examinations as well as the fitness to work certificate, for seconded selected candidate, the fitness to work certificate must be sent to the Medical Adviser of the Mission before joining the Mission. Medical data will be handled with confidentiality and in line with EU Charter of Fundamental Rights and the Standard Operating Procedure on the protection of personal data (CivOpCdr Instruction 12-2018 as amended.)

The Heads of Mission reserve the right to reject the recruitment of any selected candidate that proves to be medically unfit to work in a civilian CSDP Mission.

Personal protection equipment – It is recommended that national authorities provide seconded selected candidates with protection equipment.

Deficiencies in any of the documents requested for a specific position may result in failure of the selection process.

IV. ADDITIONAL INFORMATION

Equal opportunities – The EEAS and Civilian CSDP Missions are committed to an equal opportunities policy for all its staff and applicants for posts. The EEAS and Civilian CSDP missions are committed to promoting gender equality and to preventing discrimination on any grounds. They actively welcome applications from all qualified candidates from diverse backgrounds and from the broadest possible geographical basis amongst the EU Member States. It aims at a service, which is truly representative of society, where each staff member feels respected, is able to give their best and can develop their full potential.

Gender balance – The EU strives for improved gender balance in CSDP operations in compliance with EU policy and UNSCR 1325 on Women, Peace and Security (WPS). The CivOpsHQ encourages the EU Member States and European Institutions to take this into account when putting forward candidates at all levels.

Application form – Only applications in English or French language will be considered, and when using the online application form (AF) accessible on the Goalkeeper-Registrar software module, indicating which position(s) the candidate is applying for. Candidates seconded by Contributing Third States will apply using the dedicated AF.

Selection process – Candidates considered to be most suitable will be shortlisted and, if needed, interviewed in Brussels, at the Headquarters of the Mission or via video conference before the final selection is made. If seconded candidates are required to travel to Brussels/Mission Headquarters for interviews, the Contributing States will bear any related costs. Candidates should be selected on the basis of relevant competence and experience, while strict priority shall be given to seconded candidates. Contracted candidates will be selected only on exceptional basis.

Artificial Intelligence (AI) – Interviews and written tests/assignments must reflect candidate's own capability and work. Use by the candidate of AI tools, including but not limited to chatbots (such as, for example, Chat Generative Pre-trained Transformer known as ChatGPT), or any

other language generating or automated system capable of producing and refining written or oral submissions, is forbidden during interviews and written tests/assignments.

This prohibition includes, but is not limited to:

- Using assistance in formulating answers during interviews (such as real-time AI interview assistants)
- Generating or refining responses for any written tests/assignments.

Use of such tools may result in termination of the interview and/or written test/assignment, and subsequent non-selection or rejection without further consideration. The decision on the consequence of using AI is at the discretion of the EEAS / CivOpsHQ and civilian CSDP Missions. They also reserve the right to take appropriate further steps in such cases. CivOpsHQ and civilian CSDP Missions reserve the right to perform checks during interviews and written tests/assignments to identify the use of such tools.

Identity Verification – Candidates are requested to bring a valid identification document (e.g. a national identity card, passport, or driving license) to the interview. The identity may be verified at the beginning of the interview. The document or data contained therein will not be stored.

Information on the outcome – Contributing States and contracted candidates (applying for seconded/contracted positions) will be informed about the outcome of the selection process after its completion.

Training – The selected candidates should complete Missionwise and e-SAFE modules, which are designed for the delegations or an equivalent course. The modules can be accessed in the following link: <https://securitylearning.eeas.europa.eu/>.

HEAT Training– For high/critical threat missions/areas of operations, selected candidates must have undergone a Hostile Environment Awareness Training (HEAT), or a national equivalent, no more than five years earlier. What is considered a recognised HEAT course, or its national equivalent, will be assessed in terms of content, duration and methodology, towards the curriculum agreed by the European Security and Defence College (<https://esdc.europa.eu/en/listapi/2026-096%20ESDC%20Course%20Curriculum%2048.a%20HEAT.pdf>). In any case, regarding secondments, the necessary training is the responsibility of the seconding authorities.

In case of short-term deployments (e.g. Visiting Experts, Specialised Teams, Civilian Response Teams) for high/critical threat missions/areas of operations, the mandatory HEAT requirement may –following a thorough case-by-case assessment by CivOpsHQ– be substituted with alternative preparatory and risk-mitigation measures or trainings. These measures may be implemented either by the seconding agency before deployment or upon arrival through the Mission's own protocols. Nonetheless, the overall objective remains that these selected candidates should, as feasible, receive full HEAT certification or its national equivalent in accordance with the standards outlined above.

Pre-Deployment Training (PDT) – The selected candidates should have undergone Pre-Deployment Training in accordance with the CSDP agreed Training Policy, or a national alternative of the course.

Data protection – The EEAS/CivOpsHQ processes personal data pursuant to Regulation (EC) 2018/1725 on the protection of individuals with regards to the processing of personal data by the EU institutions, bodies, offices and agencies and on the free movement of such data. Mission handles personal data whilst respecting the Standard Operating Procedure on the protection of personal data (CivOpCdr Instruction 12-2018 as amended).

The Privacy Statement is available on the EEAS website.

V. JOB DESCRIPTIONS

The current reporting lines of the following job descriptions might be subject to modification based on operational requirements and in line with the principles set out in the Operational Plan (OPLAN).

Position Name: Strategic Adviser on Hybrid Threats	Employment Regime: Seconded	
Ref. Number: MOL 12	Location: Chisinau	Availability: ASAP
Component/Department/Unit: Operations Department/ Hybrid Threats and Cyber Security Component	Security Clearance Level: EU SECRET	Open to Contributing Third States: YES

1. Reporting Line:

The Strategic Adviser on Hybrid Threats reports to the Head of Hybrid Threats and Cyber Security Component

2. Main Tasks and Responsibilities:

- To operationalise the Mission mandate and tasks as set out in the planning documents and the Mission Implementation Plan by advising and mentoring local counterparts on the strategic and operational levels;
- To support the Mission to address areas of structural weaknesses in the performance and accountability of counterparts/institutions and propose relevant solutions;
- To provide strategic advice and assistance to the relevant Moldovan partners in implementing reforms in accordance with the agreed policies and guidelines and in coordination with other international actors and stakeholders;
- To facilitate support and liaison of Member States and like-minded state institutions countering hybrid threats;
- According to operational needs, liaison with international bodies and EU institutions, bodies and agencies;
- To identify and advise the relevant Moldovan partners on the capacity and training opportunities on hybrid threats, like for example foreign information manipulation and interference, illicit financing, or situational awareness;
- To support the relevant Moldovan partners in identifying the appropriate equipment and infrastructure needed to strengthen resilience to hybrid threats;
- To manage, lead and facilitate projects and interventions on hybrid threats;
- To advise, support and facilitate the relevant Moldovan partners in implementing externally funded projects/initiatives in his/her field of expertise;
- To assist in the implementation of training activities on hybrid threats;
- To provide analysis and recommendations to the local counterpart in the area of responsibility;
- To liaise closely with other horizontal advisers.

3. General Tasks and Responsibilities:

- To contribute to mission reporting in the area of competence;
- To support and contribute to the identification of lessons learnt and best practices in the area of competence;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To perform any other tasks assigned by the Line Manager.

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 3 years attested by a diploma **OR** a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework **OR** a qualification of the second cycle under the framework of qualifications of the European Higher Education Area, e.g. Bachelor's Degree **OR** equivalent and attested police or/and military education or training or an award of an equivalent rank;
AND

- A minimum of 5 years of relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Good knowledge of hybrid threats, including concrete experience on either strategic or operational levels gained in a governmental agency or equivalent;
- Ability to mentor and motivate local national counterparts;
- Experience of designing and delivering training.

6. Desirable Qualifications and Experience:

- Mission experience, e.g., CSDP, UN, OSCE etc.
- Experience in developing strategies, policies and/or operational plans on hybrid threats;
- Experience in coordination and information sharing between governmental agencies and services nationally and internationally;
- Experience in working with, or as part of law enforcement actors or intelligence at local, national, or international levels.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of Russia's hybrid strategies;
- Knowledge of EU policy framework for enhancing resilience and countering hybrid threats;
- Knowledge of current practices in the field of inter-service cooperation;
- Knowledge of Romanian or/and Russian language.

Position Name: Finance Officer	Employment Regime: Seconded and Seconded/Contracted	Post Category for Contracted: Mission Support Management Level (MSML)
Ref. Number: MOL 27 (Seconded) MOL 28 (Seconded/Contracted)	Location: Chisinau Chisinau	Availability: ASAP ASAP
Component/Department/Unit: Mission Support	Security Clearance Level: NOT REQUIRED	Open to Contributing Third States: NO

1. Reporting Line:

The Finance Officer reports to the Head of Finance.

2. Main Tasks and Responsibilities:

- To assist the Head of Finance in maintaining the financial and accounting operations of the Mission;
- To develop policies for accounting and control of Mission finances in close cooperation with the Head of Finance;
- To manage the accounts, payments, treasury, financial system, claims and other financial functions;
- To follow up on the reconciliation of bank statements with payroll and accounts;
- To verify the legality and regularity of transactions prior to authorising financial transactions;
- To assist in the reporting, verifying the integrity of accounts, their accuracy and their on time delivery;
- To implement audit recommendations and ensure the effectiveness of internal control;
- To assist in identifying goods and services required for improvement/efficiency for procurement;
- To assist the Head of Finance in drafting the Mission budget;
- To liaise and coordinate on financial issues with authorities and all other relevant actors (banks etc.) under the supervision of the Head of Finance;

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Line Manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 3 years attested by a diploma **OR** a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework **OR** a qualification of the first cycle under the framework of qualifications of the European Higher Education Area, e.g. Bachelor's Degree **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank; **AND**
- A minimum of 4 years of relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Knowledge of accounting and general financial principles;
- Proficiency in at least one accounting software and MS software, especially Excel.

6. Desirable Qualifications and Experience:

- Degree or certificate in Economics / Business Administration / Finance / Banking / Accounting or other related field;
- Member of a corps or body within EU member states public institutions having functions of this nature and/or certification as a Certified Public Accountant or Chartered Accountant;
- Knowledge of current technologies used for Finance/Accounting like an Enterprise Resource Planning (ERP) System;
- International experience, particularly in crisis areas with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of Romanian or/and Russian language.

Position Name: Executive and Document Management Officer	Employment Regime: Seconded	
Ref. Number: MOL 45	Location: Chisinau	Availability: ASAP
Component/Department/Unit: Head of Mission/Deputy Head of Mission/Chief of Staff	Security Clearance Level: EU SECRET	Open to Contributing Third States: NO

1. Reporting Line:

The Executive and Document Management Officer reports to the Head of Mission and is administratively line managed by the Deputy Head of Mission/Chief of Staff.

2. Main Tasks and Responsibilities:

- To coordinate the Head of Mission/Deputy Head of Mission/Chief of Staff Office by managing the Head of Mission's front office and ensuring efficient coordination of administrative and executive support functions;
- To maintain a registry of all official contacts with the Mission;
- Ensure all advice and information for the HoM and DHoM/CoS is fully coordinated across Mission components, reviewed for consistency, and consolidated before formal submission;
- To ensure close cooperation with the Head of Mission/Deputy Head of Mission/Chief of Staff office and/or other Mission members, drafting plans, directives, Standard Operating Procedures, orders and instructions to be approved and/or issued by Head of Mission;
- To manage the Mission's records and archives appropriately, effectively, and securely in close cooperation with all relevant Mission structures;
- To follow up on all travel schedules for the HoM (and DHoM/CoS as required), including liaising with Administration for authorisation, entitlements and flight reservations, etc.;
- To coordinate and liaise with relevant Mission components as required;
- To maintain contacts with local authorities, governmental organisations, non-governmental organisations or other external counterparts in order to collect and disseminate information as directed by DHoM/CoS.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Line Manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 3 years attested by a diploma **OR** a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework **OR** a qualification of the first cycle under the framework of qualifications of the European Higher Education Area e.g. Bachelor's degree **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank; **AND**
- A minimum of 4 years of relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Strong coordination skills to organise people, tasks, and priorities at strategic and operational levels;
- Strong personal professional competencies as discretion, confidentiality, problem solving, flexibility, time management;
- Administrative skills (office management, event planning, project management);
- Understanding of application of records management practices including an understanding of computerised records management systems;
- Proficiency in spoken and written English.

6. Desirable Qualifications and Experience:

- International experience, particularly in crisis areas with multi-national and international organisations;
- Knowledge of EU protocol.

7. Desirable Knowledge, Skills and Abilities:

- Executive assistant training/course or other related training/course
- CSDP Mission experience;
- Knowledge of Romanian and/or Russian language

Position Name: Communication and Information Systems (CIS) Officer	Employment Regime: Seconded/Contracted	Post Category for Contracted: Mission Support Management Level (MSML)
Ref. Number: MOL 33	Location: Chisinau	Availability: ASAP
Component/Department/Unit: Mission Support	Security Clearance Level: EU SECRET	Open to Contributing Third States: NO

1. Reporting Line:

The Communication and Information Systems (CIS) Officer reports to Head of Mission Support.

2. Main Tasks and Responsibilities:

- To advise the Head of Mission Support on development and implementation of Communication and Information Systems strategy and CIS operational matters;
- To plan, manage, and maintain the communication and IT infrastructure necessary to accomplish the Mission's mandate.
- To manage network infrastructure including firewalls, core switches, routing and VLAN segmentation.
- To administrate and manage Windows-based machines (servers, workstations etc..).
- To manage Microsoft 365 Cloud ecosystem services and products.
- To set the overall technology direction through strategic planning and development of multiyear work plans for CIS in line with organisational technology requirements in coordination with the IT Mission Support Platform in the Civilian Operational Headquarters (CivOpsHQ);
- In coordination with the Head of Mission Support and Verification, to establish and monitor the CIS budget to maintain operational capabilities and ensure continuing evolution of technology implementation;
- To provide Communication and Information Systems first and second-level support, initial troubleshooting for all directly reported issues and tickets assigned by the Help Desk and quickly restore the affected services;
- To act as the custodian of all Communication and Information Systems assets, including hardware, software, radio, satellite communication equipment and video teleconferencing;
- To deliver training to Mission members on new technologies and procedures;
- To provide support for Mission telephony systems including IP telephony, videoconferencing, and GSM equipment;
- To monitor activities, analyse and report on issues pertaining to the area of responsibility;
- To maintain accurate and up-to-date inventory of all Communication and Information System assets and network services, their functionality, distribution and location;
- To submit consolidated reports on the technical condition of Communication and Information Systems assets;
- To monitor and improve the security posture of Communication and Information System assets and security control functions (i.e. antivirus/antimalware);
- To deploy Windows Operating System and device management tools and verify the successful update of device configuration according to IT policies;
- To troubleshoot issues affecting Windows Operating System, printer and network connectivity, software functionality, radio network,
- To ensure IT and communication assets are used in accordance with best practices and procedures;
- To maintain contact with Security and Duty of Care Department for technical and security instructions and implementation;

- To operate and maintain encryption devices/systems and prepare procedures and user manuals for approved users of crypto systems;
- To oversee the implementation of all Communication and Information Systems Standard Operating Procedures (SOPs);
- To prepare IT systems user guides and manuals for end users (e.g. printers, laptops, desktops, tablets, projectors, etc.) and communication assets (VTC, smartphones, satellite phones, radios).
- To manage acquisition of IT hardware/software products via EU Frameworks Contracts and, when applicable, through local providers in coordination with the Procurement Officer.

3. General Tasks and Responsibilities:

- To identify and report on lessons learned and best practices within the respective area of responsibility;
- To contribute and ensure timely reporting on activities within the respective area of responsibility;
- To take account of gender equality and human rights aspects in the execution of tasks;
- To undertake any other related tasks as requested by the Line Manager(s).

4. Essential Qualifications and Experience:

- Successful completion of university studies of at least 3 years attested by a diploma **OR** a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework **OR** a qualification of the first cycle under the framework of qualifications of the European Higher Education Area, e.g. Bachelor's Degree (the qualification should be in any of the fields of Information Technology, Computer Science, Telecommunications, IT Engineering or other related fields) **OR** equivalent and attested police and/or military education or training or an award of an equivalent rank; **AND**
- A minimum 4 years of relevant professional experience, after having fulfilled the education requirements.

5. Essential Knowledge, Skills and Abilities:

- Knowledge of computer systems and wired/wireless network technologies e.g. LANs, MANs, WANs and VPNs;
- Knowledge of virtualisation and how to manage relevant services and product.
- Knowledge of Microsoft 365 technologies (i.e. Azure Active Directory, Microsoft Intune);
- Technical skills and hands-on experience in troubleshooting hardware, software and network connectivity issues;
- Strong understanding of Windows Active Directory domain services;
- Strong analytical and problem-solving skills;
- Drafting and writing skills;
- English language skills: minimum B2 (Independent User).

6. Desirable Qualifications and Experience:

- Experience with the ITIL (Information Technology Information Library) best practices;
- International experience, particularly in crisis areas, with multinational and international organisations.

7. Desirable Knowledge, Skills and Abilities:

- Knowledge of hardware performance and specifications;
- Knowledge of security aspects of Microsoft 365 (MS Defender products).
- Knowledge of principles of digital radio communications.
- Knowledge of Rumanian and/or Russian language.