

<b>Position:</b> Software System Support	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Assistant Level AL-2
<b>Ref. number:</b> 0114	<b>Location:</b> The Hague, the Netherlands	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Kosovo Specialist Chambers/ Division of Administration/ Information Technology Services Unit	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

### Reporting Line:

The Software System Support reports to the Software Manager.

### Main Tasks and Responsibilities:

- To assist in the implementation, configuration and maintenance of enterprise applications;
- To ensure the health and proper functioning of enterprise applications;
- To administer users, privileges and application settings;
- To conduct deployments, migrations and conversions;
- To support MS SQL databases;
- To maintain/enhance custom SharePoint and ASP.net solutions, including functional augmentation of existing applications;
- To assist in project documentation;
- To be responsible for identifying and highlighting problems arising from recurring, systematic or procedural defects in software, and subsequently initiating action to resolve them;
- To assist in all phase's software specification, procurement, implementation and operation by providing guidance from a development support perspective;
- To undertake any other related tasks as requested by the Line Managers.

### Essential Qualifications and Experience:

- A level of secondary education attested by a diploma.

AND

- A minimum of eight (8) years of relevant professional experience, after having fulfilled the education requirements.

#### Specification of Education and Experience

- A minimum of five (5) years of experience in software development and support, with training in software development;
- Experience in SharePoint, SQL databases, C++ or C# and ASP.net;
- Effective time management skills, including ability to prioritize and manage a high workload on occasions;
- Ability to work productively in a fast-paced, team-oriented environment and produce accurate work under pressure and in difficult circumstances;
- Ability to establish and maintain effective and constructive working relationships with people of different national and/or cultural backgrounds with respect for diversity;
- Demonstrated gender awareness and sensitivity; ability to promote an inclusive working environment and integrate a gender perspective into tasks and responsibilities.

#### Desirable

- Certifications in software development related skills such as Java, C++, C#, XML, HTML, CSS, SQL, object orientated programming, business process modelling;
- DevOps experience;
- International work experience, preferably in a legal environment or a court system;
- Knowledge of the functioning of the EU and in particular CSDP missions.