

Position: Software System Support	Employment Regime: Seconded/Contracted	Post Category: Assistant Level AL-2
Ref. number: 114*	Location: The Hague, the Netherlands	Availability: ASAP
Component/Department/Unit: Kosovo Specialist Chambers/ Division of Administration/ Information Technology Services Unit	Security Clearance Level: EU SECRET or equivalent	Open to Contributing Third States: 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 phases 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 from 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 modeling;
- 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.

Additional information

*This post is exceptionally approved within the limits of the current budget of the Kosovo Specialist Chambers and Specialist Prosecutor's Office. The continuation of this post into the next budgetary period is subject to final confirmation.