

Position: Audio Visual Technician	Employment Regime: Seconded/Contracted	Post Category: Assistant Level AL-2
Ref. number: 115	Location: The Hague, the Netherlands	Availability: 01 April 2019
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 Audio Visual Technician reports to the Courtroom Technology Supervisor.

Main Tasks and Responsibilities:

- To assist in the deployment of the Audio Visual infrastructure by deploying and configuring a variety of technical systems;
- To provide the first and second level technical support for a wide range of audio visual systems, including maintenance to ensure that downtime is minimised;
- To maintain and update trouble tickets using the helpdesk information system and to be responsible for ensuring that all the trouble tickets are closed within an agreed service level;
- To receive hardware, software, network and system problem reports via telephone, email or in person;
- To be responsible for identifying and flagging problems arising from recurring, systematic or procedural defects, software or AV technologies implementation, and subsequently initiating action to resolve them;
- To assist in all the phases of AV hardware/software specification, purchase, implementation and operation by providing experience and guidance from a support perspective;
- To assist and support the AV Directors in executing their duties;
- To provide status reports on equipment functionality and availability;
- 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

- At least five (5) years of experience in a complex Audio Visual environment, encompassing a broad range of AV technologies, including multiple robotic cameras, document cameras, digital audio conference systems, voice and facial distortion measures, video conferencing, outside broadcast;
- Technical training in the Audio Visual technology;
- Knowledge of Audio Visual technologies in a courtroom environment, cameras, recording equipment, directors systems, and presentation aids;
- Excellent interpersonal and communication skills in English (both verbal and written);
- 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.

Desirable

- Certifications in the Audio Visual systems technologies;
- ITIL Certification;
- International experience, particularly in national, international or hybrid court systems;
- Knowledge of the functioning of the EU and in particular CSDP missions.