

Position: Electronic Court Records Technical Coordinator	Employment Regime: Seconded/Contracted	Post Category: Management Level ML-3
Ref. number: 188	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 Electronic Court Records Technical Coordinator reports to the Software Manager.

Main Tasks and Responsibilities:

- To coordinate all issues and requests concerning the Electronic Court Records application of the Kosovo Specialist Chambers, and the supporting applications around the Electronic Court Records application such as Transcend and MultiTrans;
- To assess bugs, issues and requests on their impact and merit, and to ensure that tickets are actionable;
- To communicate with business users to detail reported issues and review possible solutions or workarounds;
- To coordinate and report on release calendars and feature sets;
- To identify and highlight problems arising from recurring, systematic or procedural defects, and subsequently initiate action to resolve them;
- To administer users, privileges, and application settings;
- To create DQL for data extractions of ad-hoc reports;
- To test and coordinate the testing of changes made by developers by making & executing test scripts;
- To undertake any other related tasks as requested by the Line Managers.

Essential Qualifications and Experience:

- Successful completion of University studies of at least three (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.

AND

- A minimum of four (4) years of relevant professional experience, after having fulfilled the education requirements.

Specification of Education and Experience

- The above mentioned University degree must be in at least one of the following fields of expertise Information Technology, Service Management/Delivery, IT Management, IT Engineering, Computer Linguistics or other related university studies;
- At least three (3) years of experience in 2nd or 3rd line application management;
- Experience in software development management, software planning and release management, testing approaches;
- Experience in scripting data management, data extractions and transformations;
- Proven ability to understand basic Documentum configurations, Java code, DQL and SQL;
- Effective time management skills, including ability to prioritise 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

- Experience in testing and reporting tools;
- Experience with judicial administration;
- International work experience, preferably in a legal environment or a court system;
- Knowledge of the functioning of the EU and in particular CSDP missions;
- Understanding of the political, cultural, and security situation of the Balkans, in particular Kosovo.

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.