Position:	Employment Regime:	Post Category:
Systems and Networks Officer	Seconded/Contracted	Management Level ML-2
Ref. number:	**Location:**	**Availability:**
196	The Hague, the Netherlands	ASAP
Component/Department/Unit:	**Security Clearance Level:**	**Open to Contributing Third States:**
Kosovo Specialist Chambers / Division of Administration/ Information Technology Services Unit	EU SECRET or equivalent	Yes

Reporting Line:

The System Network Engineer reports to the Head of Information Technology Services Unit.

Main Tasks and Responsibilities:

- To deputize for the Head of ITSU as and when required;
- To lead the IT Operations team by overseeing and managing its projects, daily tasks and the distribution of work, and by acting as the first line manager of the staff of the IT Operations team;
- To plan, program and implement Information Technology (IT) projects and applicable IT policies, technical reports, operating instructions, guidelines and procedures;
- To manage IT equipment, servers, network and software applications with respect to installation, systems support, security and maintenance;
- To ensure the operation of the Specialist Chambers local/wide area network through an adequate preventive maintenance program and to coordinate standardization of computer hardware and software within the organization;
- To lead the development of systems specifications, functional specifications and user documentation for major systems;
- To design and implement appropriate security mechanisms in order to protect the Specialist Chambers network from all kinds of electronic threats that would compromise the Specialist Chambers network and infrastructure;
- To organize the prompt delivery of technical services by assigning the available technical resources, including providing office automation as help desk support, standardization, preparation and maintenance of applications;
- To support technical systems enabling operations across the entire organization, including court specific systems, administrative systems and specialized data storage systems;
- To procure and identify needs for goods and/or services specifically required for IT, to technically define the appropriate requirements of the means required to cover these needs and to participate, as appropriate;
- 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 seven (7) years of relevant professional experience, after having fulfilled the education requirements, of which at least three (3) years at the supervisory/management level.

Specification of Education and Experience
- The above mentioned University degree must be in at least one of the following fields of expertise: Information Technology, IT Engineering or other related university studies;
- A minimum of four (4) years of responsible experience in IT management and design, development and implementation of IT systems;
- Good knowledge in supplies ordering/acquisition and procurement procedures;
- Knowledge of Microsoft Server and Operating Systems technologies, Cisco network devices and IOS, and fully virtualized environments;
- Substantial knowledge of Microsoft Exchange Server;
- Substantial knowledge of IT equipment specifications and performances, such as servers, network devices and IT standards;
- Knowledge of networks protocols, Local Area Networks (LAN), Wide Area Networks (WAN) and TCP/IP, including installation, administration and management;
- Good communication skills in English, both written and oral;
- 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
- Relevant experience preferably within an international, hybrid or national criminal court or high profile international organization;
- Certifications in Microsoft Server and Operating Systems technologies, Cisco network devices and virtualization technologies;
- 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.