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| Position: Service Desk Officer | Employment Regime: Seconded/Contracted | Post Category: Management Level ML-2 |
| Ref. number: 197 | 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 Service Desk Officer 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 Service Desk 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 Service Desk team;
- To plan and manage efficient and effective technical support of IT services and operations, ensuring prompt delivery of support services;
- To create an informed single point of contact for all IT services and to prepare support materials and capabilities in time;
- To develop and maintain monitoring and alert measures and performance metrics, striving for continuous improvement;
- To ensure registration of support requests in the Service Desk log-in system and its pro-active processing and handling;
- To ensure accurate, professional and prompt responses to staff requests received by the Service Desk;
- To take overall responsibility for incident management of the Service Desk;
- To provide overall supervision and guidance to Service Desk staff monitoring workload and work-related issues;
- To manage IT asset control by ensuring that appropriate controls are in place to provide accountability for the full equipment lifecycle from acquisition to disposal;
- To procure & 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, in the correspondent processes to procure these goods and services;
- To survey change management processes;
- 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, Service Management/Delivery, IT Management, IT Engineering or other related university studies;
- A minimum of four (4) years of progressively responsible experience in ICT service delivery with good knowledge in supplies ordering/acquisition and procurement procedures;
- Certifications in ITIL or PRINCE 2;
- Extensive knowledge of Microsoft Desktop and Operating Systems technologies, Cisco network devices, IOS, Android and virtualized environments;
- Practical experience in designing and implementing ITIL service processes and supporting tools;
- Substantial knowledge of end user ICT equipment specifications and performances, such as laptop and desktop computers and portable devices;
- Knowledge of networks protocols, Local Area Networks (LAN), Wide Area Networks (WAN) and TCP/IP, including installation, administration and management;
- Effective project management skills;
- 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 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

- Prior working experience in a national and/or international criminal or hybrid court;
- 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.