Position:	Employment Regime:	
Intern (IT Service Management)	Internship	
Ref. number:	Location:	Availability:
I-2019-0011.1	The Hague, the Netherlands	Dec 2019-Mar 2020
Component/Department/Unit:	Security Clearance Level:	Open to Contributing
Kosovo Specialist Chambers/	No Personnel Security	Third States:
Division of Administration/	Clearance is needed	Yes
Information Technology Services		
Unit		

Reporting Line:

The Intern reports to the Internship Supervisor as assigned by the Head of Information Technology Services Unit.

Main Tasks and Responsibilities:

Under the supervision of the Supervisor
- To assist in customizing the IT Service Management tools of the Kosovo Specialist Chambers (KSC) towards the IT Service Management processes of the KSC by
  - Assessing the IT Service Management architecture and process,
  - Redesigning, documenting and visualizing service processes,
  - Interviewing stakeholders,
  - Defining workflows,
  - Designing screens,
  - Integrating signature pads,
  - Adding messaging and alerting,
  - Collecting statistics on usage and performance and
  - Documenting processes;
- To assist in building a service catalogue and defining its invocation and service levels;
- To assess new service technologies, tools and architectural concepts of interest to the KSC;
- To perform any other related tasks as requested by the Supervisor.

Education and Experience:

Essential
- An undergraduate or postgraduate, who is currently enrolled at University or has recently graduated from University, or a professional who has graduated from University and will use the experience of the internship for further studies or research/writing in an area related to the work of the Kosovo Specialist Chambers and Specialist Prosecutor's Office;
- Excellent communication skills coupled with a high level proficiency in oral and written English;
- Excellent drafting skills and ability to structure written materials effectively;
- Self-motivated and committed to continuous learning;
- Well-organized and able to multi-task;
- Proficient in Microsoft Office applications;
- Multicultural understanding.

Desirable
- A completion of minimum of three (3) years of studies corresponding to a Bachelor's degree with a specialisation in IT or Process Management or any other related area;
- International experience;
- Knowledge of the functioning of the EU;
- Understanding of the political, legal, cultural and security situation of the Balkans, in particular Kosovo.