Position: Intern within the Information Technology Services Unit (IT Project and Service Delivery Management)	Employment Regime: Internship	
Ref. number: I-2021-0011.1	Location: The Hague, the Netherlands	Availability: 21 March 2022
Component/Department/Unit: Kosovo Specialist Chambers/ Division of Administration/ Information Technology Services Unit	Security Clearance Level: No Personnel Security Clearance is needed - Police record required	Open to Contributing Third States: Yes

The Information Technology Services Unit (ITSU) provides the IT infrastructure, judicial and administrative applications, and courtroom & broadcast technology.

Reporting Line:

The Intern reports to the Head of Information Technology Services Unit.

Main Tasks and Responsibilities:

- To assist ITSU in information management projects, such as:
    - Review of judicial policies on their impact on ITSU and IT Services;
    - Meeting with internal clients to conduct business requirement interviews;
    - Conduct market researches;
    - Review of Terms of References and contracts;
    - Research on project management frameworks and their adaption to the KSC;
    - Support in events, including teleconferencing events;
- To perform any other related tasks as requested by the supervisor.

Essential Qualifications and Experience:

- 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;
- Proficient in Microsoft Office applications;
- Ability to adapt to multicultural and multilingual working environments.

Desirable Qualifications and Experience:

- A completion of minimum of three (3) years of studies corresponding to a Bachelor's degree with a specialisation in Service Delivery, Business Administration IT, or any other related area;
- Previous experience in an international environment.