

Position: Audio-Visual Technician	Employment Regime: Seconded/Contracted	Post Category: Assistant Level AL-2
Ref. number: 115*	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 Audio-Visual Technician reports to the Courtroom Technology Supervisor.

Main Tasks and Responsibilities:

- To assist in the deployment of the Audio Visual infrastructure by deploying and configuring a variety of technical systems;
- To provide first and second-level technical support for a wide range of audio-visual systems, including set up, and conclusion of AV services, for daily hearings, to ensure that timely pre-event technical service is available upon request of KSC clients, and downtime is minimised;
- To maintain and update trouble tickets using the helpdesk information system and to be responsible for ensuring that all the trouble tickets are closed within an agreed service level;
- To receive hardware, software, network and system problem reports via telephone, email or in person;
- To direct and operate robotic cameras and mix multiple audio, video and computer inputs with the view towards maximizing the effectiveness of the court proceedings, on request of the Courtroom Technology Supervisor on a fill-in basis;
- To assist KSC departments by developing, setting up and preparing facilities for public address, filming, and production of video and audio material, both instructional and informative for the internal use or external distribution, and to mix and edit these materials;
- To be responsible for identifying and flagging problems arising from recurring, systematic or procedural defects, software or AV technologies implementation, and subsequently initiating action to resolve them;
- To assist and support the AV Directors in executing their duties;
- To assist in all the phases of AV hardware/software specification, purchase, implementation and operation by providing experience and guidance from a support perspective;
- To provide status reports on equipment functionality and availability;
- To undertake any other related tasks as requested by the Line Managers.

Essential Qualifications and Experience:

- A level of secondary education attested by a diploma.

AND

- A minimum of eight (8) years of relevant professional experience, after having fulfilled the education requirements.

Specification of Education and Experience

- At least five (5) years of experience in a complex Audio-Visual environment, encompassing a broad range of AV technologies in configuration, operation, and troubleshooting, including multiple robotic cameras, document cameras, digital audio conference systems, voice and facial distortion measures, video conferencing, outside broadcast, E.g. Crestron, EVS, Brahler, Dante, Poly, AJA Opengear, AJA Kumo, Lynx, Broadcast Pix.

- Technical training in the Audio Visual technologies;
- Knowledge of Audio-Visual technologies in a courtroom environment, cameras, recording equipment, directors' systems, and presentation aids;
- 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

- Certifications in the Audio-Visual systems technologies;
- ITIL Certification;
- International experience, particularly in national, international or hybrid court systems;
- 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.