**VACANCIES AND JOB DESCRIPTIONS**

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| **Division/1st Level Department**  | **Department/Unit** | **Region** | **Generic Pos. Ref.** | **Position Title** | **Vacancies**  |
| Human Rights Review Panel (HRRP) | Human Rights Review Panel Secretariat | Pristina | LS0069 | Interpreter/Translator (Serbian/English) | 1 |
| Mission Support Department  | Communications and Information Systems Unit | Pristina | LS0052 | IT Assistant (Helpdesk & Support) | 1 |

Title: **Interpreter/Translator** **(**Serbian/English) **Ref. no: LS 0069**

Region: **Pristina** Grade: **2**

He/she reports to the Legal Officer, Human Rights Review Panel (HRRP) Secretariat

**Main Tasks and Responsibilities:**

* To translate from Serbian into English and vice-versa legal and other documents, including reports, speeches, laws, investigations, evidence, forensic reports, indictments, verdicts, decisions, and appeals related to the work of the HRRP.
* To perform verbal interpreting from Serbian into English and vice-versa for all purposes including meetings, conferences, workshops, investigations, trials, hearings, deliberations, and examinations, and prepare minutes upon request.
* To provide proof-reading, editing, and quality control for translation.
* To establish and maintain a proper archiving/filing system for the translations.
* To take minutes of meetings and hearings.
* To undertake any other work-related task as requested.

**Job Requirements:**

* Successful completion of a full course of university studies attested by a degree in English, translation, linguistics, or other relevant fields, a C1 level of knowledge of English according to the Common European Framework of Reference for Languages (CEFR) classification system, and two (2) years of relevant professional experience.

or

Completed secondary education attested by a Diploma, an advanced C1 level of knowledge of English according to the Common European Framework of Reference for Languages (CEFR) classification system, and six (6) years of relevant professional experience.

* Good working knowledge of Albanian language would be an asset.
* Excellent computer skills in MS Office applications (Excel, Word, PowerPoint), with particular emphasis on editing and layout skills.
* Ability to establish and maintain effective working relations as a team member in a multi-cultural, multi-ethnic environment.
* Punctuality; commitment to quality; careful attention to detail and nuance; ability to perform under stress; willingness to work flexible hours; precision; good multi-tasking and organisational skills.
* Ability and willingness to work with people of different cultural and religious backgrounds and diverse political views while maintaining impartiality and objectivity.
* Good interpersonal and communication skills.
* Absolute discretion and trustworthiness.
* Ability to prioritize and manage high workload.

**Remuneration and Benefits:**

* The position is classified in Grade 2 which according to the current salary grid starts from 1,829.00 €, depending on the incumbent’s relevant work experience, the amount may increase.
* 13th salary.
* Health insurance paid by the Mission.
* The aforementioned remuneration is subject to taxes and pension fund contribution.

Title: **IT Assistant (Helpdesk & Support) Ref. no: LS 0052**

Region: **Pristina** Grade: **3**

He/she reports to the appropriate IT Officer(s) or the Chief Communication and Information Systems Unit (CISU).

**Main Tasks and Responsibilities:**

* To assist in the configuration, operation, technical management and maintenance of LAN hardware and software.
* To assist in the installation, configuration, administration and maintenance of all computer systems and devices.
* To assist in the implementation of back up policies, safe storage of critical data.
* To assist in analyzing, identifying, and resolving user problems in the HQ and in the field.
* To contribute to the support and training for users of various applications/software.
* To assist in the preparation of requisitions for required IT materials and services within the Mission.
* To monitor the implementation of the guidelines and procedures for computer support.
* To provide reports of executed tasks and status of computer support to his/her supervisors and give recommendations where needed.
* To provide telephone, online, and on-site assistance with problems relating to the use of IT equipment and software (e.g. e-mail, word processing, spreadsheets, presentation packages, database applications, Internet browsers, workstation operating systems, etc.).
* To configure and install new hosts (e.g. computers) and hardware (e.g. printers, scanners, etc.) in the LAN environment and prepare them for use with server-based network services, in accordance with IT standards and SOPs.
* To ensure that the Mission’s IT assets are used optimally and efficiently and make recommendations as required.
* To provide basic maintenance and troubleshooting of Comms\IT equipment on occasion.
* To undertake any other work-related task as requested.

**Job requirements:**

* Completed secondary education attested by a Diploma combined with IT-relevant training.
* A minimum of three (3) years of relevant work experience.
* Excellent spoken and written command of the English language.
* Experience in working within an international environment would be an advantage.
* Excellent computer skills in Microsoft Office applications (Excel, Word, PowerPoint,) and knowledge and/or experience with Office 365 apps, i.e. Teams would be an asset.
* Ability to establish and maintain effective working relations as a team member in a multi-cultural, multi-ethnic environment.
* Punctuality: commitment to quality, ability to perform under stress; willingness to work flexible working hours.
* Good interpersonal and communication skills; ability to communicate effectively orally and in writing.
* Ability to prioritize and manage high workload.

**Remuneration and Benefits:**

* The position is classified in Grade 3 which according to the current salary grid starts from 1,502.00 €, depending on the incumbent’s relevant work experience, the amount may increase.
* 13th salary.
* Health insurance paid by the Mission.
* The aforementioned remuneration is subject to taxes and pension fund contributions.