

Duty Location: **Mons, Belgium****VACANCY NOTICE****Engineer (ITSM Project Manager)**Grade: **A3**Reference Number: **A02(2013)(MON)**

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO);

The NCIA has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

Within NCIA, the incumbent is part of SMD. The System Management Division (SMD) is responsible to Director of Operations for managing, planning and providing system support and integrated engineering support for all NCIA CIS systems : managing the life cycle system support and providing integrated engineering support for the Communication and Information Systems (CIS) and networks and other standalone systems .

Within the SMD, the incumbent is part of the Core Capabilities Branch which is providing central system administration and operations support for specific capabilities and Enterprise wide services; initiating and supporting the further development of central enterprise wide activities.

Within the Core Capabilities Branch, the incumbent is part of the Core Database Services Section which is providing all aspects of support and software upgrades of assigned systems and in particular of the ITSM (IT Service Management) sw suite, to include the underlying CMDBs.

**Duties:**

Under the direction of Section Head (Core Database Services Section), the incumbent will perform duties such as the following:

- Responsible for software applications of assigned NATO information systems. This includes analysis, detailed problem diagnosis/resolution, programming, testing, writing documentation and participating in reviews, walkthroughs and audits.
- Performs the analysis, design, implementation and maintenance of authorised software changes, related network support and control application (in particular the ITSM components) and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security.
- Manages the installation and implementation of all tools used within the ITSM environment provided NATO wide by the Core Database Services Section ( to include the frontends and the CMDBs).
- Manages all interactions with user communities for all matters related to the functionalities provided by the ITSM environment.
- Establishes and maintains operational system support related directives, procedures and instructions related to ITSM functionalities (Incident Management, Knowledge Management, Problem Management, Asset Management, Change & Release Management, Service Catalogue Management Service Request Management, Service Level Management ...).
- Develops and maintains working relationships with internal and external agencies.
- Ensures that training material related to ITSM is appropriate and accurate.
- Investigates and evaluates proposed technical solutions in collaboration with internal and external agencies.
- Deputizes for Section Head, Core Database Services Section when required.
- The employee may be required to perform a similar range of duties elsewhere within the organisation at the same grade without there being any change to the contract.
- Performs other duties as may be required.

**Experience and Education:**

- A university degree in a relevant discipline, preferably equivalent to a Master's, and supplemented by relevant postgraduate qualifications. Exceptionally, the lack of a university degree may be compensated by the demonstration of particular abilities or experience of interest to the Agency.
- At least 5 years' relevant experience, including:
  - Sound practical experience in the configuration, development, implementation, testing, maintenance and operation of ITSM related sw components (frontends and CMDBs) in a (secure) LAN/WAN environment.
  - Experience in all phases of the life cycle of command & control and information systems from the identification of operational requirements to the fielding and operation, configuration management and maintenance procedures, site and systems evaluation and inspection.
  - Practical experience in software management, process definition to include sound experience in the implementation and configuration of processes and business rules in the ITSM environment.
- Practical experience of at least five years as a Team Leader or project manager.
- ITIL Certification.
- Sound practical experience in standard APIs used to connect COTS data sources to the ITSM CMDB.
- Practical experience in modern LAN/WAN database environment (DBMSs)
- Practical experience is designing and implementing statistical analysis tools and dashboards ( on databases )
- Working knowledge of MS Office suite and advanced database knowledge.

**Desirable Experience and Education:**

- Sound knowledge of UNIX based Operating Systems (like Solaris, Linux ...) and Microsoft based Operating Systems, Configuration Management tools
- Sound experience in implementing and configuring ITSM environments (Frontends & CMDBs).
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT;

**Language Proficiency:**

- A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.
- **NOTE:** Most of the work of the NCI Agency is conducted in the English language.

**Competencies or Personal Attributes:**

- Problem Solving - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- Customer Focus - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- Process Management - Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
- Interpersonal Savvy - Relates well to all kinds of people—up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even hightension situations comfortably.
- Decision Quality - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- Peer Relationships – Can quickly find common ground and solve problems for the good of all; can represent his/her own interested and yet be fair to other groups; can solve problems with peers with a minimum noise; is

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seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers;

### Travel:

- The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and without NATO boundaries. Such operational deployment may exceed 30 days duration up to 183 days in any period of 547 days, and may be on short notice. For NATO International Civilian Staff, acceptance of an employment contract linked to this post constitutes agreement to deploy in excess of 30 days if required.
- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;

### Professional Contacts:

- Frequent internal and external co-ordination with operational staff from other SHAPE divisions and branches, subordinate ACE headquarters and operational units (OR7-OF3 level), concerning the resolution of system problems and communications issues and provides technical guidance to higher level operational and system management staff (A3-A4/OF3-OF5 level). This requires a high degree of tact, perseverance and persuasion to influence the discussions and ensure that technically sound decisions are made.

### Supervisory/Guidance Duties:

- Acts as Project Leader, responsible to the Section Head for all software support aspects of a specific system. As such directly supervises military/civilian grades (OF-2/A-3 and below) and directs the activity of other staff allocated to support major installation or maintenance tasks.
- Is often called upon to provide technical expertise and advice used by the system management staff and operational community in making important decisions related to the operational network.
- Assists in the commitment of the organisation with a technical support team and directly supports key operational systems.
- Provides guidance and technical advice that affects the plans and policies related to system and communications aspects, including emergency recovery, contingency planning and future systems.

### Working Environment:

- The work is normally performed in a typical Secure Facility / CIS Facility environment. Slightly Undesirable Conditions apply. The risk of injury is categorised as: Light Risk of Injury.

**Security Clearance Level:** NATO Secret

### Starting Salary and Contract Offer:

- Starting basic monthly salary is 5,997.17 Euro and is exempt from income tax. Additional allowances may apply depending on the personal circumstances of the successful candidate.
- This post is offered for an initial period of 3 years, which may be renewed for subsequent periods, subject to satisfactory performance and the need to rotate skills and talent within the Agency. Serving civilian members of NATO will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

### How to apply:

To apply for this position, **you must complete an application form** (quoting reference "A02(2013)(MON)") and send it to [recruitment@ncia.nato.int](mailto:recruitment@ncia.nato.int) by close of business:

**Monday, 25 February 2013**

**It is intended that the interviews will take place in the second half of April 2013.**

- Candidates who are serving civilian members of NATO are requested to mention their telephone extension in their applications. Applications from serving civilian members of NATO should be made through the

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candidate's Head of Service, or through the Human Resources/Personnel Section of the NATO Body, whichever is appropriate.

- Applications from candidates who do not meet the required qualifications will not be taken into consideration.
- Please note that curriculum vitae will not be accepted, unless accompanied by a completed application form and post requirements form. Applications not submitted on the NATO application form will not be taken into consideration. NATO CI Agency application forms can be downloaded from the internet at <http://www.ncia.nato.int/Opportunities/Pages/Vacancies.aspx>