

Duty Location: **Mons, Belgium****VACANCY NOTICE****System Manager**Grade: **A3**Reference Number: **A11(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.

System Management Division (SMD) is responsible for managing, planning and providing system support and integrated engineering support for all NCIA CIS systems. Mission Dedicated Systems Branch is responsible to Head System Management Division for managing the life cycle system support and integrated engineering support for the Communication and Information Systems (CIS) and networks and other standalone systems assigned to the Mission Dedicated Systems Branch. Intelligence and Exercise Systems Section is responsible to Head Mission Dedicated Systems Branch for providing all Intelligence-Exercise Functional Area system services; provides specialist technical assistance on- and off-site to internal and external organizational elements. Within the Intelligence and Exercise Systems Section of the Mission Dedicated Systems Support Branch the incumbent provides all aspects of software upgrades to assigned Intelligence Functional Services (INTEL FS).

Duties:

Under the direction of Section Head (Intelligence and Exercise Systems), the incumbent will perform duties such as the following:

- Manages all support and maintenance aspects of assigned information systems in support of Operations.
- Provides all inputs for the Programme of Work, the Medium Term Financial Plan, the annual O&M budget preparation and other system support related budget allocations (e.g. TDY, training, contractor support) for all assigned projects and manages the assigned resources efficiently.
- Performs the analysis, design, implementation and maintenance of authorised changes to software and/or related network structures and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security.
- Provides expeditious support services (including technical help desk and emergency on-site assistance) within NATO and NATO mission areas to ensure key information/communications systems remain operational.
- Analyses new requirements for system enhancements and advises the relevant authorities (e.g. CCBs, WGs, etc.) of the technical feasibility and costs involved.
- Supervises and directs as appropriate the technical activities of assigned personnel.
- Assists operational authorities in the analysis and resolution of system problems and in the monitoring and optimisation of network performance.
- Maintains the operational and support environments for the software of all assigned systems.
- Participates in or conducts technical reviews, walkthroughs and audits
- Provides technical expert advice to Headquarters and external elements and performs the daily control and training of assigned personnel for a specific system.
- Establishes and maintains operational system support related directives, procedures and instructions.
- Provides expert advice to the Operational Authority (OA), Transformation Authority (TA), Service Provision Authority (SPA) and Implementation Authority (IA) during the planning and implementation phase of new projects, and to User Groups, and Configuration Management and Control Boards for the evaluation and implementation of system change proposals. For this purpose he/she will attend meetings and conferences and may be a member or chairman of one or more working groups.

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- Writes Statements of Work for the procurement of contractual services and monitors and provides guidance to contractors hired to support the assigned systems.
- Responsible for input planning and executing the portion of the NCCB associated with the activity codes of the assigned systems.
- Originates corrective, adaptive and perfecting software changes to resolve system problems on supported NATO/ACO information and communications systems which process highly sensitive data and must be operational at all times.
- 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.
- Comprehensive knowledge of the principles of command and control (C2) systems.
- Extensive technical management expertise in C2 management.
- Experience in software engineering related to C2 & sensor systems.
- Knowledge of software maintenance procedures.
- Broad knowledge of C2 and sensors systems.
- Experience in Site and Systems Evaluation and Inspection.
- Experience in C2 configuration management.
- Requires background in computer systems engineering, or software engineering.
- Knowledge of the capabilities and features of network architectures and high-availability information or command & control systems.
- Practical experience in the use of modern concepts and accepted industry standards for project management.
- Practical experience in the use of modern concepts and accepted industry standards for configuration management, quality assurance and testing.
- Leadership experience and military environment experience.
- Practical experience in the design, development, implementation, testing and maintenance of information or C2 systems in a LAN/WAN environment.
- Sound knowledge of the operating systems and application development environments to include programming languages and databases that are currently used for the modern information systems. (Note: currently in use are Windows operating systems, Visual Basic, Visual C++, Visual C#, .NET development environments, Visual Studio Team Foundation, PostgreSQL and MS SQL).
- Working knowledge of MS Office suite.

Desirable Experience and Education:

- Post Graduate degree/diploma in an IS engineering related subject.
 - Demonstrable evidence in maintaining knowledge of advances in Information Systems (IS) engineering.
- Sound Practical Experience with:
- Modern software design methodologies, e.g. Object Oriented Analysis and Design;
 - Embedding third party commercial software components;
 - Relational databases and non-procedural database query languages;
 - The use of tools for project management, CASE and automated testing in object oriented programming environment;
 - The use of Configuration Control tools, UML based requirements engineering;

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- Visual Studio.NET.
- Proficiency in:
 - Database design in Relational DBMSs (e.g. MS SQL Server, Oracle);
 - The use of Computer Aided Software Engineering tools (e.g. Enterprise Architect, Entity-Relationship Diagrams);
 - The use of programming languages (.e.g. C++, C#).
- Experience with maintenance of software applications hosted on WINDOWS operating system.
- Experience in Web deployment and JAVA applications.
- 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.

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:

The incumbent is responsible for:

- Frequent internal and external contacts with OF3/OF4 level staff at other SHAPE divisions and subordinate ACO Headquarters to discuss and resolve software issues and provide technical guidance to higher level operational and system management staff on system matters.

Supervisory/Guidance Duties:

- No direct line supervision. May be asked to direct and supervise the work of contractors or programming staff.

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- Managerial responsibility for contractors hired to provide specialist skills necessary for the support of assigned systems.

Working Environment: Normal office 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 "A11(2013)(MON)") and send it to recruitment@ncia.nato.int by close of business:

Friday, 1 March 2013

It is intended that the interviews will take place in the week of 22 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 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>