

Duty Location: **Mons, Belgium****VACANCY NOTICE****Programmer**Grade: **B5**Reference Number: **B02(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 to Director of Operations for managing, planning and providing system support and integrated engineering support for all NCIA CIS systems. Provides the Enterprise support element and technical management capabilities to build toward data centres and support centres and is responsible to manage a centralized management infrastructure for NCSA assigned CIS to include the coordinate of future CIS infrastructure implementation projects. Manages, operates, administrates, maintains and adapts centrally managed CIS infrastructures for NCHQ and Enterprise requirements to include all levels of fault management and the provision of technical support. Responsible for analysis, design, coding, test and documentation of software and configuration changes required to satisfy system change requests following established quality and configuration control procedures and engineering standards. Coordinates and manages processes and procedures for consolidation of E-mail servers into Data Centres. Ensures seamless exchange of mail between different domains and organizations to include Nations, NATO agencies, Exercises and Operational theatres. Analyses and resolves all reported incidents, together with the provision of expeditious diagnostic assistance and fault resolution which is beyond the capability of the first level support staff. Within the Enterprise Mail Services Section of the Enterprise Capability Branch the incumbent is responsible to assist in the provision of system support activities and services for sustaining operations and maintenance of the assigned CIS and in particular Ms Exchange, MIIS, DNS and Addressing services for the Centralized Enterprise/Forest environment and its relation to National and exercise E-Mail systems.

Duties:

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

- Is responsible for software applications of assigned NATO AIS Enterprise forest and ensures continuing availability.
- Assists in the maintenance and configuration of systems and infrastructure under the control and guidance of the respective Configuration Control Board (CCBs).
- Assists in operation and configuration of internet gateway systems, including DNS management, mail flow management, social media access regulation, implementation and enforcement of content scanning mechanisms.
- Enables and supports remote email solutions for supporting elements.
- Analyses systems incident reports; provides expeditious system diagnostics.
- Follows up vendor released patches, hot fixes and evaluates against operational baseline.
- Offers advice in accordance with the Help desk procedures, including production of operations advice notices and the generation of software and configuration changes and emergency on-site assistance.
- Co-operates with other teams to provide interoperability between different systems and the core systems.
- Assists in the commitment and objectives of the organisation as a member of a technical support team. This includes the provision of technical advice from which policy and financial decisions are made.
- 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:

- Vocational training at a higher technical level in a relevant discipline. A higher educational qualification but less practical experience or a less formal educational background combined with particularly relevant practical experience may also be acceptable.
- At least 8 years' relevant experience.
- Experience in all Lifecycle aspects of Information Systems to achieve effective system development and deployment.
- Proven capability of converting evolving C2 design requirements into software.
- Extensive knowledge and experience of programming techniques and principles as applied to modern C2 systems.
- Broad and sound technical knowledge and experience in distributed Information Systems as they are applied to the modern management information and Command and Control Information Systems.
- Practical experience on wide area networks and local area networks.
- Working knowledge of MS Office suite and advanced knowledge of eMail Clients/Web Browsers

Desirable Experience and Education:

- University degree in a field related to the function of the post.
- Practical knowledge of the operating system architectures and informal e-mail systems currently used for high availability communications, or information systems, with at least three years as an Administrator. . (Note: Current in use are Windows 2008 R2, Windows 7, Exchange 2010.)
- Sound practical experience in the design, development, implementation, testing and maintenance of operating environment for modern communications, or information systems in a LAN/WAN environment.
- Practical experience of systems administration.
- Practical experience in DNS management, web traffic management, web proxy management, email hygiene systems
- Practical experience in the maintenance of secure computer systems.
- 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.

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- 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.

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:

- External contacts are frequently made with personnel from other SHAPE divisions to discuss and resolve system problems and provide technical guidance.
- Responds to off-site requests for assistance from other ACE headquarters and operational units in solving software problems encountered and advising them on solutions or workarounds.

Supervisory/Guidance Duties: N/A

Working Environment: Normal office environment.

- Slightly Undesirable Conditions apply. The risk of injury is categorized as: No Risk

Security Clearance Level: NATO Secret

Starting Salary and Contract Offer:

- Starting basic monthly salary is 3,893.10 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 "B02(2013)(MON)") and send it to recruitment@ncia.nato.int by close of business:

Monday, 11 February 2013

It is intended that the interviews will take place in the week of 18 March 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>