

Duty Location: **Mons, Belgium****VACANCY NOTICE****Technician (Info Systems Administration – Sharepoint)**Grade: **B5**Reference Number: **B04(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 is responsible for managing, planning and providing system support and integrated engineering support for all NCSA 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 day to day operation and administration of enterprise servers for the user community. Ensures the availability of the service by maintaining backups and performing service recovery when required. Performs remote administration and maintenance of systems implemented under NCSA responsibility as they become centrally managed. Install, operate, maintain and administer all assigned servers and related equipment for common user services (OS, LAN, Email, Web) over the NATO classified and unclassified back-office / server systems. Within the Central Enterprise Support Section [CES2] of the Enterprise Capability Branch the incumbent is responsible for day to day provision of services to the enterprise user community. Responsible for the installation, 24/7 operation, maintenance, and system administration of all assigned servers and related equipment.

Duties:

Under the direction of Section Head (Central Enterprise Support), the incumbent is responsible for system administration of assigned systems including:

- Maintain the SPS Portals and implement changes as required to fix detected errors within the software.
- Liaise with the customer to identify minor required changes to the business functions of Portals or Sides and then implement changes within the agreed time scale.
- Act as SharePoint SME (Subject matter expert) to advise project managers during all stages of the project life cycle.
- To undertake the role of SharePoint configuration manager, using Snap Manager1 for SharePoint to hold previous versions of the configuration and changes.
- To undertake fault finding as dictated by the sections trouble ticket system.
- To undertake activities required to upgrade SharePoint as directed by the Chief of section within the requirements agreed by an authorised CCP.
- 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.
- Deputizing for higher grade staff
- Performs other duties as may be required.

Experience and Education:

- Vocational training at higher administrative level in a relevant discipline, or equivalent combination of qualifications and experience.
- At least 8 years' relevant experience;

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- Expertise in administration of Microsoft SharePoint Portals.
- Expertise in administration of MS SQL Server including clustering and mirroring of SQL servers.
- Expertise in administration Microsoft servers 2003 & 2008 R2.
- Experience in deploying CIS systems based on VMWare and Microsoft systems.
- In depth knowledge on network protocols and network management technology .
- Experience in administration of NetApp tools like Snap Manager1 for SQL and SharePoint.

Desirable Experience and Education:

- Experience in Microsoft technologies such as: Microsoft Windows Sever, MOM, SMS, SQL, SPS, Exchange, etc.
- Recent experience in working with NATO.
- Extensive knowledge of secure information systems.
- Third Party Sharepoint Management Tools.
- Microsoft Sharepoint Certifications.
- 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:

- Drive for Result - Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
- Priority Setting - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- 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.
- Informing - Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
- 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 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 deploy for exercises and operations both within and outside NATO's boundaries that may exceed 30 days duration and may be on short notice. By accepting the employment contract linked to this post the incumbent agrees to deploy in excess of 30 days if required.

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- 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:

- Liaising with ACO and NATO Agencies, Regional and Local CRYPTO management and operational Authorities to ensure the efficient operation of IP crypto systems.
- Liaising, advising and assisting all Project Managers and INFOSEC Officers involved in the implementation of new IP systems.

Supervisory/Guidance Duties:

The incumbent may supervise, administer and give professional guidance to staff. (if applicable)

Working Environment: Normal office environment.

Security Clearance Level: NATO Cosmic Top Secret/A

Starting Salary and Contract Offer:

- Starting basic monthly salary is 3,983.10 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 "B04(2013)(MON)") and send it to recruitment@ncia.nato.int by close of business:

Tuesday, 12 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>