

Duty Location: **Mons, Belgium****VACANCY NOTICE****Technician (Info Systems Administration – NetApp)**Grade: **B5**Reference Number: **B05(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 to Director of Operations for managing, planning and providing system support and integrated engineering support for all 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 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 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. The incumbent is 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 will perform duties such as the following:

- Responsible for the system administration of assigned systems.
- Maintain the SAN storage 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 SAN storage and then implement changes within the agreed time scale.
- Act as SAN storage SME (subject matter expert) to advise project managers during all stages of the project life cycle.
- Undertake fault finding as dictated by the sections trouble ticket system.
- Undertake activities required to upgrades for OS on NetApp equipment or firmware as directed by the Chief of section within the requirements.
- Deputize for higher grade staff
- 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 with the NetApp products

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- Expertise in administration of NetApp SAN Storage Equipment and Software utilizing NetApp Management Tools.
- Expertise in administration Microsoft servers 2003 & 2008 R2
- Experience in deploying CIS systems based on VMWare and Microsoft systems
- In depth knowledge of network protocols and network management technology
- Experience in administration of NetApp tools like Snap Manager1 for SQL and SharePoint
- Experience in managing Fiber Channel Fabrics utilizing Brocade Management Tools
- Basic knowledge of MS Office Suite.

Desirable Experience and Education:

- Recent experience in working with NATO
- Extensive knowledge of secure information systems
- University degree in a field related to the function of the post.
- NetApp 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.
- Planning - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- 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.
- 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:

- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.

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 give professional guidance to staff.

Working Environment: Normal office environment.

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 "B05(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>