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Duty Location: **The Hague, The Netherlands**

VACANCY NOTICE

Senior Technician (IT System Administrator)

Capability Development – Battle Laboratory Services Team

Grade: **B4**

Reference Number: **B4-BLST-1373-12-NLD**

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.

Post 1373, IT System Administrator, is a position within the Battle Laboratory Services Team (BLST), IT and Communications Services (ITCS). BLST pulls together the business applications, information systems infrastructure and laboratories to optimize the delivery of services for experimentation, test, validation and internal business information technology that support C4ISR projects, and NCIA supported resources in their daily work. The team is located in Brussels, Belgium and The Hague, the Netherlands.

The IT System Administrator provides day-to-day administration and monitoring of the Agency's Microsoft Windows servers and the supporting network infrastructure; assists the IT Service Desk providing second line end-user support in the areas of identity management, e-mail, network connectivity, server services management (file/print/DNS/DHCP), and backup/restore of user data; and contributes to the implementation, configuration, troubleshooting of servers and network applications on all Agency experimental and operational networks.

Duties:

Under the direction of the Head, IT and Communication Services (ITCS), but largely on own initiative, the incumbent will carry out duties such as the following:

- Execute day-to-day administration of the Agency's Communication and Information Systems (CIS) including but not limited to:
 - Administration of Microsoft Windows Active Directory services, user/group accounts, access permissions, DNS, DHCP, File and Print services, based on Microsoft Windows Server 2003 and Microsoft Windows Server 2008
 - Hardware maintenance of servers, storage devices, networking equipment and tape libraries
 - Status checks on the Agency's backup implementations
 - Timely provisioning and maintenance of server software ranging from standard office automation software to specialized business applications including custom NATO software applications.
- Provide 2nd line ITCS system administration support for all Agency locations including mobile users; ensure end-user satisfaction is achieved in timely fashion
- Coordinate closely with IT Service Desk to maximize the efficiency between 1st and 2nd line support including on-the-job training of 1st line support personnel
- Proactively monitor the ITCS systems and alert relevant second line support in case of performance degradation or downtime. Generate availability reports and statistics to ensure full service provisioning visibility. Advise ITCS management on corrective action or procurement action required to correct detected weaknesses in system performance
- Remain up-to-date in ITCS technology and trends from an end-user perspective enabling state-of-the-art support to a scientific workforce
- Performs other duties as may be required.

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Experience and Education:

- A vocational training at higher technical level in a relevant discipline, or equivalent
- At least five years of recent ITCS experience, related to IT system administrator functions
- Excellent troubleshooting skills
- Detailed knowledge and working experience of Microsoft Windows Server Systems (2003/2008); detailed knowledge of TCP/IP and directory services such as Active Directory, DNS and DHCP
- Detailed knowledge and working experience of Microsoft System Centre Operations Manager 2007 and Configurations Manager 2007
- Detailed knowledge and working experience of Microsoft Exchange Server 2007
- Good knowledge and working experience of Enterprise Backup solutions, preferably based on Microsoft Data Protection Manager and Symantec Backup software
- Knowledge and experience with Microsoft SQL Server 2005/2008 administration
- Service minded attitude with a strong interest in working directly with users.

Desirable Experience and Education:

- Knowledge and experience with Microsoft Office SharePoint Server 2007
- Knowledge of INFOBLOX DNS appliances and Clearswift MimeSweeper
- 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:

- The incumbent should possess the personal qualities of tact, judgement and adaptability as well as good political awareness and motivational and listening skills. In addition, a sense of diplomacy and propriety in order to work harmoniously with colleagues and other staff, both civilian and military, from NATO and the NATO nations, as well as with staff from private scientific/industrial organizations is needed.

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:

- Close collaboration with colleagues on reliability, availability and maintainability matters
- Close collaboration with customers of the IT Service Desk
- Representatives and suppliers of infrastructure services.

Supervisory/Guidance Duties: None.

Working Environment:

- Normal office environment
- Occasionally in the Agency's Data Centre and laboratories.

Security Clearance Level: NATO Cosmic Top Secret

Starting Salary and Contract Offer:

- Starting basic monthly salary is 3,478.33 Euro and is exempt from income tax. Additional allowances may apply depending on the personal circumstances of the successful candidate.
- The successful candidate 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** together with Post Requirements Form (quoting reference "B4-BLST-1373-12-NLD") and send it to recruitment@ncia.nato.int by close of business:

Thursday, 15 November 2012

It is intended that the interviews will take place in the week of 3 December 2012.

- 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>