



NATO UNCLASSIFIED

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

VACANCY NOTICE

Principal Technician (Senior Systems Administrator)

Capability Development – Battle Laboratory Services Team (BLST)

Grade: **B5**

Reference Number: **B5-BLST-1692-12-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;

The IT & Communications Services supports all business and information systems needed to contribute to NCIA strategic objectives by delivering and maintaining quality information services helping NCIA in meeting its objectives and achieving its vision;

The incumbent is assigned to work on implementing, maintaining and supporting the Agency's Storage Area Network (SAN) services, server infrastructure and associated equipment currently based on high-end equipment from Hewlett-Packard (HP) and NetApps;

The incumbent is the main responsible for day-to-day administration and monitoring of deployed primary and secondary storage infrastructures, ensures that capacity planning is executed and required investments are carried out in a timely manner;

The incumbent is responsible for the Agency's server infrastructure operating at multiple classification levels, facilitating that management expectations concerning reliability, scalability and availability are met;

The incumbent ensures that the Agency's SQL Server Infrastructures based on Microsoft SQL Server 2000/2005 are correctly configured and in accordance with the performance criteria required by the Agency's business applications.

Duties:

Under the direction of the Head, IT & Communications Services, the incumbent will perform duties such as the following:

- Daily configuration and maintenance of the Agency's Storage Area Network infrastructure including Fibre Channel and iSCSI switches, host bus adapters, tape libraries, including associated storage components and fibre infrastructure
- Proactively monitor the availability of the Storage Area Network infrastructures on multiple classification levels, implementing tools to automate and ease the monitoring processes
- Ensure, through close collaboration and coordination with internal and external customers, that the Agency's network file and print services are configured correctly and meet the end user's requirements
- Day-to-day administration of Microsoft SQL Server 2000/2005, including backup/restore of databases, monitoring and configuration, and performance and availability report generation
- Daily operation of Active Directory and Exchange 2007, including maintenance and troubleshooting, user account and group management, setup and configuration of hardware tokens and smart cards
- Generate availability reports and statistics to ensure full service provisioning visibility. Advise ICT management on corrective action or procurement action required to correct detected weaknesses in system performance or availability
- Execute and manage the Agency's service contracts covering the areas of responsibilities
- Provide 2nd line ICT Service Desk support; obtain and evaluate customer feedback and provide inputs for technical enhancements and new features in the interest of the Agency
- Performs other duties as may be required.

NATO UNCLASSIFIED

Experience and Education:

- A vocational training at higher technical level in a relevant discipline, or equivalent
- At least 8 years of recent ICT experience in maintaining, configuring and operating state-of-the-art Storage Area Network infrastructures; to include at least three years recent specialised experience with high-end SANs; preferably HP EVA 5000/8000s and HP ESL 322e secondary storage
- Detailed knowledge and working experience of network technologies including TCP/IP, Fibre Channel, iSCSI, and VLANs
- Detailed knowledge and working experience of Microsoft SQL Server 2000/2005 operating in a high availability environment
- Good knowledge and working experience with virtualization technologies based on VMware ESX Server
- Good knowledge and working experience of Microsoft Windows Server 2003/2008, Exchange 2007 and Active Directory
- Experience with Microsoft Windows Server 2003/2008 file and print services in an enterprise environment
- Service minded attitude with a strong interest in working directly with users.

Desirable Experience and Education:

- Working experience of Microsoft System Center Operations Manager 2005/2007 and Microsoft System Center Configuration Manager 2007
- MCSE certificate (Microsoft Certified System Engineer)
- 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:

- Maintain contact with Industry, mainly with suppliers of Storage Area Network services used by the Agency
- Close collaboration with colleagues on reliability, availability and maintainability matters
- Close collaboration with customers and the IT Service Desk.

Supervisory/Guidance Duties: None.

Working Environment:

- Normal office environment
- Frequently in the Agency's Data Centres and laboratories.

NATO UNCLASSIFIED

Security Clearance Level: NATO Cosmic Top Secret

Starting Salary and Contract Offer:

- Starting basic monthly salary is 3,998.5 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 "B5-BLST-1692-12-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>