

Vacancy Details:

Post/Vacancy Number: NCSA - CPC OSS 0010 (re-advertised)
Grade: A3
Title: Section Chief/Software Engineer (CPC OSS 0010)
Job Type: Full time
HQ: NATO Programming Centre ISPE-NCSA
Organizational Element/Division: Operations Division
Unit/Branch: System Support Branch
NATO Body: NCSA
Location: Glons - Belgium
Closing Date: 19.11.2010
Point of contact: NC3A Recruitment (recruitment@nc3a.nato.int)

Post Context:

NATO Programming Centre (NPC), located in Glons, Belgium, is responsible to Director NCSA for providing efficient and effective system and advisory support including for Air C2 assets entrusted to the Centre.

The Operations Division (OPD) is responsible for planning and execution of system and software maintenance for internal IT systems and Air C2 system entrusted to the Centre.

The System Support Branch (SSB) manages, maintains and operates the (internal) IT assets belonging to the Centre.

The Application Support Section (ASUS) is responsible for the administration and maintenance of applications on internal IT systems. Chief Application Support Section (C-ASUS) is responsible to manage the efficient and effective operations of the Section.

In the role of Section Chief/Software Engineer, the incumbent is responsible for the administration, integration and operation of support applications (COTS and non-COTS) on the NPC internal support systems.

Responsibilities and Duties:

- Receives COTS application software from the vendor and non-COTS application software from the Software- or Data- Engineering Section.
- Installs, updates, integrates and configures (COTS and non-COTS) application software based on requirements from the System Engineering Section.
- Develops scripts and glue-ware to configure, link and interface application software.
- Administers, operate and maintains the application software including respective data base repositories.
- Ensures the overall performance, availability and integrity of applications on the internal support systems.
- Performs configuration control and IT Asset Tracking on the application software used on internal support systems.

- Performs second line of support related to the application software used on internal support systems.
- Coordinates and supervises third line of support for COTS application software through the activation of consultancy and maintenance contracts.
- Ensures and coordinates the second line of support for non-COTS application software with the Software Engineering or Data Engineering Section.
- Assists in the formulation of the annual budget requests for ADP.
- Initiates support contracts with application software vendors and monitors its execution.
- Provides expert support and technical advice to all NPC personnel on application software.
- Maintains a high level of expertise in the areas above and stays abreast of related best practices.
- Manages the tasks assigned to the Section.
- Manages the personnel within the Section and assigns resources as required to projects or tasks.
- Defines, monitors and improves the processes involved and ensures that common working methods and standards are employed and adhered to and that knowledge is cross-fertilized within the Section.
- The incumbent has frequent contact with the System-, Software- and Data Engineering Section and the System Administration and Operation Section. He/she also has frequent contact with COTS vendors to obtain new software versions and resolve support issues.

Additional duties:

- The expected temporary duty (TDY) for this post is 10 days per year.
- Participation at job-related training events (courses, seminars, conferences, etc) will be required to maintain the required level of competence and knowledge.
- 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.

Qualifications and Experience

Essential:

- At least 4 years experience required in a post related function.
- Bachelor of Science degree or higher at a nationally recognized/certified University in a technical subject with substantial Information Technology (IT) content or higher required. Significant relevant experience will be considered as a substitute for a relevant degree-level
- Recent experience with the installation, customization and operation of COTS and non-COTS application software products in a large network environment.
- In-depth knowledge of and practical experience in state-of-the-art database architectures, and its associated administration principles.
- Practical experience with configuration- and database management tools.
- Ability to express oneself clearly in English, both orally and in writing. (Please note that the work in this post and in this Headquarters as a whole is conducted in English.)
- Advanced knowledge of word processing, spreadsheets, graphics presentations, databases, e-mail, web browsers and web content management systems.
- The incumbent must show good team leading abilities coupled with good inter-personal skills for guidance, support and training of the team members. The incumbent must have a well-developed practical intelligence and analytical thinking. He/she must be able

to understand and assess quickly logical relations and dependencies in complex situations.

Desirable:

- Advanced university degree in a field related to the function of the post.
- Proof of formal training in system or application administration (server and workstation).
- Basic experience of system performance measurement and evaluation.
- Knowledge of or practical experience with IT asset management and configuration control tools.

Travel Requirements:

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.

Starting Salary & Contract Offer:

Basic Monthly Salary: 5787.05 EUR

The salary 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 definite duration contract of one years, which may be renewed by mutual consent for up to 3 further 3- year contracts.