Notification of a vacancy

Post/Vacancy Number :	**NCSA – CCC CEM 0040**
Grade :	**B4**
Title :	**Technician**
Organisational Element :	**System Management Division (SMD)**
NATO Body :	**NATO CIS Services Agency (NCSA)**
Location/Country :	**Mons, Belgium**
Closing Date :	**Friday, 10 December 2010**
Point of Contact :	**NC3A Recruitment (recruitment@nc3a.nato.int)**

1. POST CONTEXT

The NATO CIS Services Agency (NCSA) provides secure end-to-end CIS services and support to NATO and NATO nations. System Management Division is responsible to Director of Operations 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 analysis, design, coding, test and documentation of software and configuration changes required to satisfy system change requests following established quality and configuration control procedures and engineering standards. Coordinates and manages processes and procedures for consolidation of E-mail servers into Data Centres. Ensures seamless exchange of mail between different domains and organizations to include Nations, NATO agencies, Exercises and Operational theatres. Analyses and resolves all reported incidents, together with the provision of expeditious diagnostic assistance and fault resolution which is beyond the capability of the first level support staff. Within the Enterprise Mail Services Section of the Enterprise Capability Branch the incumbent is responsible to assists in the provision of system support activities and services for sustaining operations and maintenance of the assigned CIS and in particular Ms Exchange, MIIS, DNS and Addressing services for the Centralized Enterprise/Forest environment.

2. REPORTS TO

Section Head (Email Services), CCC CEM 0010.

3. PRINCIPAL DUTIES

The incumbent's duties are:

- Responsible for software applications of assigned NATO AIS Enterprise forest and ensures continuing availability.
- Assists in the maintenance and configuration of operating system software and infrastructure under the control and guidance of the respective Configuration Control Board (CCBs).
- Analyses systems incident reports; provides expeditious system diagnostics.
- Follows up vendor released patches, hot fixes and evaluates against operational baseline.
- Offers advice in accordance with the Help desk procedures, including production of operations advice notices and the generation of software and configuration changes and emergency on-site assistance.
- Co-operates with other teams to provide interoperability between different systems and the core systems.

Legal authority is held: None

Budget authority is held: None

Decision authority is held: None

Supervisory duties: None

4. ADDITIONAL DUTIES

- 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.
- 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.

5. ESSENTIAL QUALIFICATIONS

Professional/Experience

- Experience in all Lifecycle aspects of Information Systems to achieve effective system development and deployment.
- Proven capability of converting evolving C2 design requirements into software.
- Extensive knowledge and experience of programming techniques and principles as applied to modern C2 systems.
- Broad and sound technical knowledge and experience in distributed Information Systems as they are applied to the modern management information and Command and Control Information Systems.
- Practical experience on wide area networks and local area networks.
- Perform analysis, design, implementation and maintenance of authorised software changes, related network database structures and the integration/ tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security.
- Assist in the maintenance of the operational and support environments for the software of all assigned systems.
- Three or more years experience in managing multiple mail organizations as well as their interconnections. Experience in Microsoft – based E-mail systems, spanning from Exchange 5.5 to Exchange 2007.

- Extensive knowledge of X.400 and smtp mail routing protocols.

Education/Training

Higher secondary education and higher vocational training in a computing related field coupled with at least three years related professional experience as an Analyst/Programmer in a data communications, or information systems environment within recent years or Secondary education and advanced vocational training in a computing related field coupled with at least four years related professional experience as an Analyst/Programmer in a data communications, or information systems environment within recent years

Security Clearance: NATO SECRET

Language

English SLP 3322 (Listening, Speaking, Reading and Writing)

NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.

Standard Automatic Data Processing Knowledge

Word Processing: Basic Knowledge

Spreadsheet: Basic Knowledge

Graphics Presentation: Basic Knowledge

Database: Basic Knowledge

eMail Clients/Web Browsers: Advanced Knowledge

Web Content Management: Basic Knowledge

6. DESIRABLE QUALIFICATIONS

Professional/Experience

Specialisations: Practical knowledge of the operating system architectures and informal e-mail systems currently used for high availability communications, or information systems, with at least three years as enterprise administrator in a large information system environment. (Note: Current in use are Windows 2003, Windows Vista and XP, Exchange 5.5/200x.)

Specific Experience:

- Sound practical experience in the design, development, implementation, testing and maintenance of operating environment for modern communications, or information systems in a LAN/WAN environment.
- Practical experience of systems administration.
- Practical experience in the maintenance of secure computer systems.
- Familiarity with software and technologies used for directory synchronization.
- Practical experience of the current software operating system environment and programming languages used in the data communications, or information systems supported. (Note: Currently

W2K and either C or Shell Script).

7. CIVILIAN POSTS

Personal Attributes

Original thought and sound judgment required to perform detailed analysis of problems, to devise corrective software change and to interpret and satisfy user requirements in a dynamic system environment.

Professional Contacts

External contacts are frequently made with personnel from other SHAPE divisions to discuss and resolve system problems and provide technical guidance. Also responds to off-site requests for assistance from other ACE headquarters and operational units in solving software problems encountered and advising them on solutions or workarounds

Contribution to the Objectives

Assists in the commitment and objectives of the organisation as a member of a technical support team. This includes the provision of technical advice from which policy and financial decisions are made.

Work Environment

The work is normally performed in a typical Secure Facility / CIS Facility environment. Slightly Undesirable Conditions apply. The risk of injury is categorised as: Light Risk of Injury

8. D. REMARKS

Primary: 921F Systems development - Programming/software development: The design, creation, testing and documenting of new and amended programs from supplied specifications in accordance with agreed standards. [Ref: SFIA v3 2005:PROG]

Primary Skill Level: Apply: Designs, codes, tests, corrects and documents moderately complex programs and program modifications from supplied specifications, using agreed standards and tools. Conducts reviews of supplied specifications, with others as appropriate. [Ref: SFIA v3 2005:PROG]

Secondary: 923A Installation and integration - Systems integration: The incremental and logical integration and testing of components and/or subsystems and their interfaces in order to create operational systems. [Ref: SFIA v3 2005:SINT]

Secondary Skill Level: Apply: Defines the integration build and produces a build definition for generation of the software. Accepts software modules from software developers and produces software builds for loading onto target hardware from software source code. Configures the hardware environment, produces integration test specifications, conducts tests and records the details of any failures. Carries out and reports fault diagnosis relating to moderately complex problems. [Ref: SFIA v3 2005:SINT]

9. STARTING SALARY & CONTRACT OFFER:

Starting basic monthly salary is 3,365.82 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 definite duration contract of one year, which may be renewed by mutual consent for up to 3 further 3- year contracts. Serving civilian members of NATO will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

10. HOW TO APPLY:

To apply for this position, **you must complete an application form** together with Post Requirements Form (quoting reference "NCSA – CCC CEM 0040") and send it to recruitment@nc3a.nato.int. If you are unable to submit your application electronically, please send a hard copy to: Recruitment Manager, NATO C3 Agency, PO Box 174, 2501 CD The Hague, The Netherlands, by close of business:

Friday, 10 December 2010

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 C3 Agency application forms can be downloaded from the internet at http://www.nc3a.nato.int/Opportunities/SubPages/SearchVacancies.aspx