

## Notification of a vacancy

<b>Post/Vacancy Number :</b>	<b>NCSA – CCC CEN 0040</b>
<b>Grade :</b>	<b>B3</b>
<b>Title :</b>	<b>Assistant (Software Library Services)</b>
<b>Organisational Element :</b>	<b>System Management Division (SMD)</b>
<b>NATO Body :</b>	<b>NATO CIS Services Agency (NCSA)</b>
<b>Location/Country :</b>	<b>Mons, Belgium</b>
<b>Closing Date :</b>	<b>Friday, 10 December 2010</b>
<b>Point of Contact :</b>	<b>NC3A Recruitment (<a href="mailto:recruitment@nc3a.nato.int">recruitment@nc3a.nato.int</a>)</b>

### **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 providing the necessary support functions to the central system managers and administrators to include: Maintaining central tools and applications and supporting the specialised STIF, Reference, Maintenance and Management environments used in NCHQ. Coordinates the budget requirements to support the specialized equipment and provides CIS Coordination for security, safety, and space management. Providing library and document registry functions for classified and sensitive media. Within the Enterprise Services Section of the Enterprise Capability Branch The incumbent of the post performs duty as the media librarian of the organisational element.

### **2. REPORTS TO**

Section Head (NCHQ Specialist Services), CCC CEN 0010.

### **3. PRINCIPAL DUTIES**

The incumbent's duties are:

- Maintains, controls, issues and receives all software baselines, files and COTS software all stored on magnetic media.
- Records utilization of magnetic media and sure the current instructions for storage, cleaning,

degaussing, stock levels and destruction are full met.

- Controls, maintains and updates the classified library and media logs in support of the software maintenance activity.
- Properly submits reports detailing the status of classified documents and media.
- Controls and maintain all electronic data backups and recoveries on all assigned 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

- Includes all activities involved in issuing and receiving of library materials, sorting and shelving books, magnetic, optic and electronic media as well as providing general library services to users.
- Two or more years experience in a registry environment controlling and handling of sensitive and classified material.
- Experience in maintenance of the operational and support environments for the software of all assigned systems.

Education/Training

Higher Secondary education and intermediate vocational training in or related discipline which might lead to a formal qualification with some 2-3 years experience, or a Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years' post related experience

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: Working Knowledge

Spreadsheet: Basic Knowledge

Graphics Presentation: Basic Knowledge

Database: Working Knowledge

eMail Clients/Web Browsers: Advanced Knowledge

Web Content Management: Working Knowledge

## **6. DESIRABLE QUALIFICATIONS**

### Professional/Experience

Specialisations:

- Experience in receiving, tracking, and managing documents including their security and secure handling procedures.
- Experience in maintaining backup and recovery procedures for applications and databases.
- Experience in maintaining system and application baselines
- Experience in Information management for centrally managed operations in test and operational environments.

Specific Experience:

- Familiar with NATO handling documents and media procedures and policies.
- Knowledge and understanding of the current NATO document and magnetic media release and storage policies and guidelines

### Education/Training

## **7. CIVILIAN POSTS**

### Personal Attributes

- Must be diplomatic when dealing with staff members.
- Good inter-personal and communications skills are required.
- Although there are standard procedures and instructions, work requires judgment when preparing decisions based on precedent to reach defined objectives.
- Develops contributions to policy to incorporate inputs from the Local Wage Rate Consultative Board. He/she attends, as directed, additional training or courses relevant to the mentioned duties

### Professional Contacts

May have to deal with contacts outside of the division which are dependent on the assigned systems magnetic media requirements.

### Contribution to the Objectives

Directly affects security operations if improper procedures for classified magnetic media followed during transfer of media between sub-Registry and SHAPE registry. Directly affects engineer's

performance if improper media provided to supported applications engineers or ADP Systems Engineers

#### 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. REMARKS**

**Primary: 943C User support - Service desk and incident management:** The receipt of problem reports and the coordination of appropriate and timely responses, including channelling requests for help to appropriate functions for resolution, monitoring progress and keeping users apprised of progress. [Ref: SFIA v3 2005:USUP]

**Primary Skill Level: Assist:** Receives and handles requests for support following agreed procedures. Responds to common requests for support by providing information to enable problem resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken. [Ref: SFIA v3 2005:USUP]

**Secondary: 921H Systems development - Web site specialism:** The design, creation, testing, implementation and support of new and amended collections of pages of information on the world wide web or an intranet or extranet. [Ref: SFIA v3 2005:WBSP]

**Secondary Skill Level: Assist:** Uses defined tools, templates and standards to design, create and test simple, well-engineered web pages with specified content and layout. Obtains and analyses web site usage data and presents it effectively. [Ref: SFIA v3 2005:WBSP]

### **9. STARTING SALARY & CONTRACT OFFER:**

Starting basic monthly salary is 2,989.35 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 CEN 0040") and send it to [recruitment@nc3a.nato.int](mailto: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>