

Notification of a vacancy

Post/Vacancy Number :	NCSA – CCC COC 0080
Grade :	B5
Title :	Technician (Configuration Control)
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. Responsible to Head System Management Division for: managing the life cycle system support and providing integrated engineering support for the Communication and Information Systems (CIS) and networks and other standalone systems assigned to the Core Capabilities Branch; providing central system administration and operations support for specific capabilities and Enterprise wide services; initiating and supporting the further development of central enterprise wide activities. Responsible to Branch Head Core Capabilities for the day to day operation and administration of assigned database and functional servers. The incumbent is responsible for Configuration Control within the Central Database Support Section, maintaining Configuration Management documentation and databases (where applicable) for assigned local and centrally managed applications.

2. B. REPORTS TO

Section Head (Central Database Support), CCC COC 0010.

3. PRINCIPAL DUTIES

The incumbent's duties are:

- Through the use of both software tools and hard copy documentation, executes all Configuration Management, Performance Management and Quality Control activities.
- Ensures follow-up action is carried out on Configuration and Quality issues.
- Advises FAS and Databases Sections, operating at Sector level, on issues relating to Configuration Management and oversees and aligns activities.

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 CIS Configuration Management and Quality Assurance/Control.
- Experience in CIS network management and administration.
- Middle Management experience of operating large scale, networked CIS systems.
- Proven capability of converting evolving operational requirements into CIS solutions.
- Sound technical knowledge and experience in distributed Databases and Information Systems, to support business needs.

Education/Training

Higher Secondary education and completed higher vocational training in information systems engineering, information technology or related discipline leading to a formal technical or professional certification with 3 years function related experience, or a Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 5 years post related experience.

Security Clearance: COSMIC TOP 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: Working Knowledge

Graphics Presentation: Working Knowledge

Database: Working Knowledge

eMail Clients/Web Browsers: Basic Knowledge

Web Content Management: Working Knowledge

6. DESIRABLE QUALIFICATIONS

Professional/Experience

Specialisations:

- Database Modelling Techniques (for creation or customisation of Configuration Management Databases etc).
- Basic consultancy skills, for determining workflows and customers needs in terms of Configuration Management.
- Experience in asset management and associated record keeping (hard and soft copy)

Specific Experience:

- Experience in database manipulation, trend analysis and data representation,

Education/Training

- IS02B: Information Systems Engineering And Maintenance - System Management - Configuration Control
- Demonstrable evidence in maintaining knowledge of advances in IS engineering.

7. CIVILIAN POSTS

Personal Attributes

- Uses independent judgment to propose solutions based on resources available.
- In a management role, the incumbent is expected to act without supervision and, when required, to seek approval of solutions and recommendations through the chain of command.
- Works without supervision in accordance with policies and directives.
- Good inter-personal and communication skills.
- Planning, prioritising, numerical analysis skills.

Managerial Responsibilities

- Can be expected to perform management functions over B4s within the Central Database Support Section.
- Will be expected to provide leadership and guidance to Sector FAS and Database Sections, on Configuration Management matters.

Professional Contacts

Maintains contacts with software vendors and/or contractors for Configuration Management solutions as well as new releases and/or updates. Interacts with counterparts, locally and at ACO, NAMSA, NC3A, ISSC, other NATO HQ's and Component Commands.

Contribution to the Objectives

Work performed is essential for NCHQ and J6 mission. Enables Configuration Control of FAS and Databases applications

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

The following NATO Occupational Code (NOC) information is relative to this post:

Primary: 941A Infrastructure - Configuration management: The systematic management of information relating to the documentation, software, hardware and firmware assets of an organisation. This will involve identification and appropriate specification of all configuration items (CIs). Required information will relate to storage, access, problem reporting and change control of CIs. Application of status accounting and auditing, often in line with acknowledged external criteria such as ISO 9000, throughout all stages of the CI life history. [Ref: SFIA v3 2005:CFMG]

Primary Skill Level: Apply: Applies tools, techniques and processes for administering information (such as the tracking and logging of components and changes) related to CIs. [Ref: SFIA v3 2005:CFMG]

Secondary: 942C Operation - Management and operations: The management and operation of the IT infrastructure (typically hardware, software and communications) and the resources required to plan for, develop, deliver and support properly engineered IT services and products to meet the needs of a business. Includes preparation for new or changed services, management of the change process and maintenance of regulatory, legal and professional standards, management of performance of systems and services in relation to their contribution to business performance and management of bought-in services including, for example, public network, virtual private network and outsourced services. [Ref: SFIA v3 2005:COPS]

Secondary Skill Level: Apply: Carries out agreed operational procedures. Contributes to the implementation of maintenance and installation work. Identifies operational problems and contributes to their resolution. [Ref: SFIA v3 2005:COPS]

9. STARTING SALARY & CONTRACT OFFER:

Starting basic monthly salary is 3,809.30 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 COC 0080") 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>