

## Notification of a vacancy

<b>Post/Vacancy Number :</b>	<b>NCSA – CCC COC 0130</b>
<b>Grade :</b>	<b>B4</b>
<b>Title :</b>	<b>Technician (Info Systems Administration)</b>
<b>Organisational Element :</b>	<b>Service 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. 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. Within the Central Database Support Section of the Core Capability Branch the incumbent is responsible for day to day provision of services to the enterprise user community. Responsible for the installation, 24/7 operation, maintenance, and system administration of all assigned servers and related equipment.

### **2. REPORTS TO**

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

### **3. C. PRINCIPAL DUTIES**

The incumbent is responsible for the system administration of assigned systems.

- Carries out agreed operational procedures.
- Contributes to the implementation of maintenance and installation work.
- Identifies operational problems and contributes to their resolution.
- Performs analysis and implementation of user requirements.

- Implements disaster recovery procedures to ensure data integrity.
- Server and client platform problem resolution.
- Implements & tests new software releases.
- Contributes to the development of Standard Operating Procedures for routine system administration tasks.
- Installs or removes hardware and/or software, using supplied installation instructions and tools.
- Conducts tests, corrects malfunctions, and documents the results in accordance with agreed procedures.
- Reports the details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Provides assistance to users in a professional manner following agreed procedures for further help or escalation of request.
- Maintains accurate records of user requests, contact details, and outcome.

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 an information technology (IT) appointment.
- Minimum 3 years recent practical experience as a system administrator.
- Experience in the operation and administration of a large computer network.
- Practical experience in diagnosing deficiencies in networks and associated equipment.
- Knowledge / experience of database server administration.
- Proven capability of converting evolving operational requirements into database solutions.
- Sound technical knowledge and experience in system integration, supporting business needs through the use of distributed Databases and Information Systems.

Education/Training:

Higher Secondary education and intermediate vocational training which might lead to a formal qualification with some 2-3 years experience, or a Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 4 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: Basic Knowledge

eMail Clients/Web Browsers: Working Knowledge

Web Content Management: Working Knowledge

**6. DESIRABLE QUALIFICATIONS**

Professional/Experience

Specialisations: Experience working in teams.

Specific Experience:

- Experience with Microsoft Windows Sever, MOM, SMS, SQL, SPS.
- Basic programming experience using products such as Microsoft Visual Basic .NET, ASP.NET, SQL.
- Basic experience in SQL scripting and common database packages.
- Experience of Network Operating systems, including UNIX.

Education/Training

- Industry standard certification, such as MCSA, MCSE.
- Demonstrable evidence in maintaining knowledge of advances in IS engineering.
- Demonstrable evidence (courses, certificates etc) of software development / coding.
- Advance degree in IT related discipline

**7. CIVILIAN POSTS**

Personal Attributes

- Uses independent judgement to propose solutions based on resources available. On occasions, works without supervision in accordance with policies and directives.
- Good inter-personal and communication skills.
- Planning, prioritising, numerical analysis skills.

### Professional Contacts

External contacts are frequently made with personnel from SHAPE divisions to discuss and resolve system problems and provide technical guidance. Also responds to off-site requests for assistance from other headquarters and operational units in solving 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. REMARKS**

**Primary: 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]

**Primary Skill Level: Assist:** Carries out agreed operational procedures of a routine nature. Contributes to maintenance, installation and problem resolution. [Ref: SFIA v3 2005:COPS]

**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: Assist:** Produces software builds from software source code. Conducts tests as defined in an integration test specification, records the details of any failures and carries out fault diagnosis relating to simple failures, reporting the results of the diagnosis in a clear and concise manner. [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 COC 0130") 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>