

**Notification of a vacancy**

<b>Post/Vacancy Number :</b>	<b>NCSA – CCC COX 0010</b>
<b>Grade :</b>	<b>A4</b>
<b>Title :</b>	<b>Branch Head (Core Capabilities)</b>
<b>Organisational Element :</b>	<b>System Management Division</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>Tuesday, 7 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. Within the Core Capabilities Branch of the System Management Division the incumbent enables the implementation and sustainment of a centralized management structure and provides the management, administration and support for central enterprise wide activities.

**2. REPORTS TO**

Division Head (System Management), CCC CXX 0010.

**3. PRINCIPAL DUTIES**

The incumbent's duties are:

Framework:

Overall management responsibility for the functional and technical integrity of fielded NATO CIS Core Capability projects, services and systems during peace, exercise, crisis and war, to include the development and implementation of related enterprise management processes, tools and capabilities, central support and direct technical assistance to the sites, operational management and administration for centralized enterprise capabilities, system and software maintenance, installation and service restoration in accordance with established Quality Assurance, Configuration Management and Security standards. Provision of expertise in the definition of new systems and the participation in the acquisition and implementation of these systems as required by NATO Policy.

Operational:

- Manages the allocated resources, in terms of personnel, equipment, budget and training and establishes a programme of work to maintain the operational and support environments of all assigned systems, ensuring that all approved modifications are designed, implemented and tested in accordance with sound engineering principles and current procedures.
- Manages the expeditious support services to resolve system problems and ensure operational availability of assigned systems. This includes management of an engineering help capability, remote user assistance and on-site support.
- Manages the administration and control of centralised enterprise wide capabilities.
- Manages the process of system enhancements through the internal and external review cycle.
- Manages installations of new sites and software releases for assigned systems in co-ordination with the Transformation, Operational and Implementation authorities.
- Ensures that relevant internal and external authorities receive necessary technical and other pertinent information for replacement systems through provision of support concepts, guidance and constraints documents or submitting direct proposals.
- Provides motivational guidance on and leads engineering teams on the further implementation of network centric management and support processes, systems and tools to improve both service and efficiency levels.
- Manages and reviews the O&M inputs for budget and training during the budget screening processes and defends requirements in front of NATO committees.

NATO committee responsibilities:

- Working Group of National Technical Experts - Automated Data Processing (ADP) (WGNTTE ADP) - Contributor
- Bi-SC CORE AIS IWG (Bi-SC CORE AIS IWG) - Contributor
- Configuration Control Board (CCB) - Member/Representative
- Integrated Project Team (IPT) - Member/Representative
- Technical Sub Group (TSG) – Contributor

Legal authority is held: None

Budget authority is held:

- Budgets as assigned for Core Capability system areas: Budget Activity Codes include: 505; 507; 50A; 50C; 50G; 50H; 50J; 50K; 567; 608; 680.
- NCCB Administration Budget for Core Capability Branch TDY and Training.

Decision authority is held: None

Supervisory duties:

- Branch Chief Core Capabilities. Directs and supervises the work priorities of a major unit in the HQ, providing professional guidance and instruction to the staff of the organisational element.
- Provides general guidance and advice within the assigned sub-functional area. Dependent on requirements may be required to direct and supervise the work priorities of one or more HQ multifunctional teams.
- There are first line reporting responsibilities for the following numbers of staff: 1 x OF-4; 1 x OF-3; 1 x A-4; 2 x A-3

#### **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:

- At least 6 years sound practical experience as a system manager with communications and information systems management, technical administration and project management responsibilities, to include project budgeting and the application of formal quality standards.
- Practical experience in the design, development, implementation, testing and maintenance of communications and information systems.
- Sound knowledge of the capabilities and features of network architectures and high-availability information, communications, or command and control systems.
- At least 3 years experience as a system analyst or telecommunications engineer.

##### Education/Training:

- As a minimum, a Bachelor of Science (BSc) degree at a nationally recognised/certified University in a discipline related to the function of the post and 2 years of function-related experience is required. Exceptionally, the lack of a university/college degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCSA; that is, extensive and progressive expertise in the duties related to the function of the post or progressive managerial experience in fields directly related to the function of the post.

Security Clearance: COSMIC TOP SECRET

##### Language:

English SLP 4343 (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:	Basic Knowledge

#### **6. DESIRABLE QUALIFICATIONS**

##### Professional/Experience:

Specialisations:

- The knowledge and practical experience requirements specific to the current Systems environment to be detailed at the time of recruitment (e.g. Enterprise Management Systems, Technology Updates and Management Practises).

Specific Experience:

- Experience in the development of life cycle support concepts for CIS projects.
- Detailed knowledge of the security requirements of military communications and information systems.
- Experience in ADP project contracting and contractor management.
- Experience of system performance evaluation.
- Detailed knowledge of and experience in NATO structures and relationships, the political, administrative and financial NATO committees with their established working procedure.

Education/Training:

- Demonstrable evidence in maintaining knowledge of advances in IS engineering.
- Post Graduate diploma in an Information Systems related subject.

Language: None

## **7. CIVILIAN POSTS**

Personal Attributes:

- Possesses excellent knowledge of advanced thinking in Information Technology and a deep understanding of NATO Consultation, Command and Control objectives and goals as well as operational requirements in support of NATO Command and Control Information Systems.
- Actively assumes direct responsibility for a broad spectrum of management and support tasks including final decision-making for a wide variety of new, non-recurring and changing issues. Is very sensitive to the emergence of problems, self-starts required activities based on creative thinking, conceptual foresight and sound independent judgement.
- Works without direct supervision and keeps high level of performance even under pressure.
- Possesses very good communication skills to motivate the support staff of his Branch and convince others in meetings and conferences.
- Able to plan and organise an effective and efficient course of action including thorough analysis of complex information and allocating resources according to priorities.

Managerial Responsibilities:

- Chairman of the NCSA Complaints Committee.
- There are first line reporting responsibilities for the following numbers of staff: 1 x OF-4; 1 x OF-3; 1 x A-4; 2 x A-3

Professional Contacts:

- Frequent (daily) contacts with system management and operational staff (OF 5/6/7, A 4/5 level) to discuss and resolve technical and managerial issues and to represent SMD for assigned systems at formal meetings.
- Frequent (weekly) professional contacts at same or higher level with NCSA staff or external staff at

other headquarters, agencies and NATO committees to discuss issues and actions.

Contribution to the Objectives:

- Provides recommendations for NCC commitment in the area of system operations, control and support affecting plans, policies and management of existing or planned systems, supporting the information/communications capabilities of NATO HQs.
- Directs all engineering activities of the NCC commitment towards its mission. Devises plans and recommends policies related to system and support aspects of information/communications systems.
- Assists in formulation of plans, management and policy for replacement systems.

Work Environment:

The work is normally performed in a typical Office / CIS Facility environment. Slightly Undesirable Conditions apply. The risk of injury is categorised as: No Risk

**8. REMARKS**

The incumbent is required to successfully complete the following NATO courses:

- NCISS-101 NATO CIS Orientation - NATO CIS School
- M-5-32 NATO Staff Officer Orientation Course (NU Rel PfP MD EU) - NATO School Oberammergau (DEU)

The following NATO Occupational Codes (NOCs) relate to this post:

**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:** Set strategy, inspire, mobilise: Sets strategy for management of resources, including corporate telecommunications functions, and promotes the opportunities that technology presents to the employing organisation, including the feasibility of change and its likely impact upon the business. Authorises allocation of resources for the planning, development and delivery of all information systems services and products. Responsible for IT governance (the rules and regulations under which an IT department functions and the mechanisms put in place to ensure compliance with those rules and regulations). Authorises organisational policies governing the conduct of management of change initiatives and standards of professional conduct. Maintains an overview of the contribution of programmes to organisational success. Inspires creativity and flexibility in the management and application of IT. Sets strategy for monitoring and managing the performance of IT-related systems and services, in respect of their contribution to business performance and benefits to the business. [Ref: SFIA v3 2005:COPS]

**Secondary:** 913C Business/information systems strategy and planning - Strategic application of information systems

The development or review of an information systems strategy to support an organisation's business goals and the development of plans to drive forward and manage that strategy. Working with others to embed the strategic management of information systems as part of the management of the

organisation. [Ref: SFIA v3 2005:STPL]

**Secondary Skill Level:** Set strategy, inspire, mobilise: Directs the creation or review of an information systems strategy to support the strategic requirements of the business. Identifies the business benefits of alternative strategies. Directs development of enterprise-wide information architecture and processes which ensure that the strategic application of technology is embedded in the management of the organisation. Ensures compliance between business strategies and technology directions. [Ref: SFIA v3 2005:STPL]

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

Starting basic monthly salary is 6,819.11 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 COX 0010") 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:

**Tuesday, 7 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>