

Notification of a vacancy

Post/Vacancy Number :	NCSA – CCC CSL 0090
Grade :	A2
Title :	Engineer (System)
Organisational Element :	Service 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. Mission Dedicated Systems Branch is responsible to Head System Management Division for managing the life cycle system support and integrated engineering support for the Communication and Information Systems (CIS) and networks and other standalone systems assigned to the Mission Dedicated Systems Branch. Logistics Systems is responsible to Head Mission Dedicated Systems Branch for providing all Logistics Functional Area System services; provides specialist technical assistance on- and off-site to internal and external organisational elements. Within the Logistics Systems Section of the Mission Dedicated System Support Branch the incumbent provides all aspects of software maintenance and system administration to assigned systems, e.g . CNAFS/ NAFS.

2. REPORTS TO

Section Head (Logistics Systems), CCC CSL 0010.

3. PRINCIPAL DUTIES

The incumbent is responsible for software applications of assigned NATO information systems (NAFS/CNAFS).

He/she:

- Performs the analysis, design, implementation and maintenance of authorised software changes, related applications software and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security.
- Provides expeditious support services (including technical help desk and emergency on-site

assistance) to ensure key information systems remain operational.

- Assists in the maintenance of the operational and support environments for the software of all assigned systems.
- Performs analysis, detailed problem diagnosis/resolution, programming, testing, writing documentation and participating in reviews, walkthroughs and audits.
- Participates in the definition, acquisition and implementation of new system engineering requirements.
- Co-operates with appropriate authorities on QA and Configuration control issues.
- Reports to the assigned System Manager.
- Monitors design, program and interface specifications during acquisition and operation phase and maintains user and system documentation during operational phase.

Legal authority is held: None

Budget authority is held: None

Decision authority is held: 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

- Knowledge of and practical experience in the design, development, implementation, testing and maintenance of software for modern information systems in a LAN/WAN environment.
- Knowledge of and practical experience in the operating system architectures and languages currently used for high availability information systems, with at least two years as a programmer.
- Practical experience in working level relations with the system end users, including the translation of user incidents or requirements into system design and specifications.
- Sound knowledge of and practical experience in Relational Database design and maintenance.

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: NATO SECRET

Language

English SLP 3333 (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: Advanced Knowledge

eMail Clients/Web Browsers: Working Knowledge

Web Content Management: Working Knowledge

6. DESIRABLE QUALIFICATIONS

Professional/Experience

Specialisations:

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

Specific Experience:

- Proficient in the use of Computer Aided Software Engineering tools.
- Proficient in the use of object oriented programming languages (e.g. C++, Visual Basic).
- Knowledge of and practical experience in the design and maintenance of Relational Database Management Systems (ORACLE).
- Proficient in non-procedural database query languages (e.g. SQL).
- Practical experience with Sun Solaris and its installation in a networked environment.

7. CIVILIAN POSTS

Personal Attributes

- Requires a high degree of tact, perseverance and persuasion to influence discussions and ensure that technically sound decisions are made.
- Able to use own initiative when required to work away from SHAPE without direct supervision.
- Must be able to perform software maintenance and administration tasks following standard procedures, which include formal reviews and walkthroughs.
- Original thought and sound judgement required to perform detailed analysis of system problems to devise corrective measures and to interpret and satisfy user requirements.

Professional Contacts

Frequent internal and external co-ordination with operational staff from other SHAPE divisions and branches, subordinate ACO headquarters and operational units (OR7-OF3 level), concerning the resolution of system problems and communications issues and provides technical guidance. This requires a high degree of tact, perseverance and persuasion to influence the discussions and ensure that technically sound decisions are made.

Contribution to the Objectives

Originates corrective, adaptive and perfecting software changes to resolve system problems on supported NATO/ACE information and communications systems which process highly sensitive data and must be operational 24 hours a day.

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: Light Risk of Injury

8. REMARKS

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

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: Enable: Designs, codes, tests, corrects and documents large and/or complex programs and program modifications from supplied specifications using agreed standards and tools, to achieve a well-engineered result. Takes part in reviews of own work and leads reviews of colleagues' work. [Ref: SFIA v3 2005: PROG.

Secondary: 942E Operation - Database administration: The installation, configuration, upgrade, administration, monitoring and maintenance of physical databases. [Ref: SFIA v3 2005:DBAD]

Secondary Skill Level: Enable: Uses database management system software and tools to investigate problems and collect performance statistics and create reports. Carries out routine configuration/installation and reconfiguration of database and related products. [Ref: SFIA v3 2005:DBAD]

9. STARTING SALARY & CONTRACT OFFER:

Starting basic monthly salary is 4,755.85 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 CSL 0090") 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>