

## Notification of a vacancy

<b>Post/Vacancy Number :</b>	<b>NCSA – CCC CSS 0010</b>
<b>Grade :</b>	<b>A4</b>
<b>Title :</b>	<b>Section Head (Special Systems)</b>
<b>Organisational Element :</b>	<b>System Management Division</b>
<b>NATO Body :</b>	<b>NCSA</b>
<b>Location/Country :</b>	<b>Mons, Belgium</b>
<b>Closing Date :</b>	<b>Friday, 24 June 2011</b>
<b>Point of Contact :</b>	<b>Mr J Armstrong (Recruitment Manager)</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. 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. Special Systems Section is responsible to Head Mission Dedicated Systems Branch for providing all Special Systems Functional Area system services including centralized network administration; provides specialist technical assistance on- and off-site to internal and external organisational elements. Within the Special Systems Section of the Mission Dedicated System Branch the incumbent manages the operational support, maintenance and system management of all assigned NATO systems, e.g. SIGINT COINS, NNPS, NNCCRS, DHS, SEW, GIS, APMS etc.

### 2. **REPORTS TO:** Branch Head (Mission Dedicated Systems), CCC CSX 0010

### 3. **PRINCIPAL DUTIES:**

The incumbent's duties are:

- Responsible for the system management, operational support and maintenance of assigned NATO systems. Management responsibilities encompass system management, software engineering and personnel management, including life cycle planning and day-to-day execution of budget and training programmes across the assigned project areas.
- Manages the allocated resources and establishes a programme of work to maintain the operational and support environments for the software of all assigned systems,

ensuring that all approved changes are designed, implemented and tested in accordance with sound engineering principles and current procedures;

- Provides expeditious support services to resolve system problems to ensure critical information/communications systems remain operational, including help desk functions, the provision of operational advice notes, emergency on-site assistance and development of fall back or contingency procedures.
- Analyses new requirements for system enhancements and advises the relevant authorities (e.g. CCBs) of the technical feasibility and costs involved.
- Oversees and supervises the design, implementation and maintenance of all authorised software changes, the related network/system database structures and the integration/tailoring of vendor supplied components.
- Develops system installation and software release schedules for assigned systems and manages their execution, in co-ordination with external authorities responsible for managing and operating those systems.
- Specifies information/communications systems maintenance requirements for existing and replacement systems and provides technical advice to the relevant authorities on all aspects of NATO information/communications systems.
- Co-ordinates and justifies the yearly O&M budget and training requirement submission for assigned systems and personnel.
- Provides expert advice to the Operational Authority (OA), Transformation Authority (TA), and Implementation Authority (IA) during the planning and implementation phase of new projects and to User Groups, Working Groups and the CIS Configuration Control Board for the evaluation and implementation of system change proposals.
- Provides software expertise in the definition of new systems, and participates in the acquisition of these systems as required by NATO software maintenance policy, to include participating in the integration of contractor developed/maintained software.

#### **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**

- Sound practical experience in the design, development, implementation, testing, maintenance and operation of database management systems and command & control and information systems in a LAN/WAN environment.
- Sound knowledge of networking and data communications.
- At least 4 years sound practical experience as Team Leader or System Manager in software management, technical administration and project management, to include experience in application of formal quality standards and contractor management.

- At least 5 years' experience as an Analyst/Programmer with hands-on programming in modern high-order language development environments.

### **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 4 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.

### **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.

Description of Standard Language Proficiency is available [here](#).

### **Standard Automatic Data Processing Knowledge**

Word Processing:	Working Knowledge
Spreadsheet:	Working Knowledge
Graphics Presentation:	Working Knowledge
Database:	Working Knowledge
email Clients/Web Browsers:	Working Knowledge
Web Content Management:	Working Knowledge

## **6. DESIRABLE QUALIFICATIONS:**

### **Professional Experience**

- Practical experience in supporting wide area networked systems and associated communications protocols.
- Practical experience in 4thG software languages and associated development environments.
- Detailed knowledge of security requirements for military software systems.
- Practical experience with operating system software and with integration and customisation of COTS
- Practical experience of Solaris 10, Windows XP/Vista 7, Server 2003/2008, MS Exchange 2003/2008, MOSS.

### **Education/Training**

- Demonstrable evidence in maintaining knowledge of advances in IS engineering

- Post Graduate diploma in an IS engineering related subject.

**7. PERSONAL ATRIBUTES:**

Is very sensitive to the emergence of problems, self-starts required activities based on creative thinking, conceptual foresight and sound independent judgment. 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 Section 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.

**8. MANAGERIAL RESPONSIBILITIES**

Managerial responsibility for contractors hired to provide specialist skills necessary for the supported systems.

There are first line reporting responsibilities for the following numbers of staff: 1 x OR-8; 3 x OR-7; 1 x OR-6; 1 x OF-3; 2 x B-5; 5 x A-3; 3 x A-2

**9. PROFESSIONAL CONTACTS:**

Frequent (daily) internal contacts with system management and operational staff (A4-A5/OF4-OF5 level) to discuss and resolve system issues (operational, technical, budget and support) and to represent SMD for assigned systems at formal meetings. Frequent external contact (weekly) with management staff (A4-A5/OF4-OF5 level) at other NATO headquarters to resolve problems related to supported systems. This requires a high degree of tact, perseverance and persuasion to influence the discussions and ensure that technically sound decisions are made. Regular contacts with other agencies such as NC3A BE, NC3A NL, contractors, etc. (A4-A6/OF4-OF6) to discuss supported systems and future programmes. Infrequent contact (yearly) with NATO Working Groups to defend project estimates for budget/programme screening.

**10. CONTRIBUTION TO THE OBJECTIVES**

Affects plans, policies and management of existing systems supporting the information/communications capabilities of SCs and subordinate commands. Administers funds for the support of assigned systems and specifies procurement details for new installations. Devises plans and policies related to software and support aspects of information/communications systems. Assists in formulation of plans, management and policy for replacement systems.

**11. REMARKS:**

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

NCISS-101	NATO CIS Orientation - NATO CIS School
NCISS-279	INFOSEC (COMPUSEC) - NATO CIS School
M-5-32	NATO Staff Officer Orientation Course (NU Rel PfP MD EU) - NATO School

Oberammergau (DEU)

N-3-10 NATO Nuclear Operations Course (CTSA) - NATO School Oberammergau (DEU)

NCISS-048 NNCCRS ADMIN - NATO CIS School

The following NATO Occupational Codes (NOCs) related 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: Initiate or influence: Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services and products. Influences senior-level customers and project teams through change management initiatives, ensuring that professional standards are maintained. Takes full responsibility for budgeting, estimating, planning and objective setting. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services, in respect of their contribution to business performance and benefits to the business, where the measure of success depends on achieving clearly stated business/financial goals and performance targets. Monitors performance and takes corrective action where necessary. [Ref: SFIA v3 2005:COPS]

Secondary: 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]

Secondary Skill Level: Ensure/Advise: Sets standards for programming tools and techniques, advises on their application and ensures compliance. Takes technical responsibility for all stages in the software development process. Prepares project and quality plans and advises systems development teams. Assigns work to programming staff and monitors performance, providing advice, guidance and assistance to less experienced colleagues as required. [Ref: SFIA v3 2005:PROG]

## **12. 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 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.

**13. HOW TO APPLY:**

To apply for this position, **you must complete an application form** together with Post Requirements Form (quoting reference "NCSA-CCC CSS 0010" and send it to [recruitment@nc3a.nato.int](mailto:recruitment@nc3a.nato.int) by close of business:

**Friday, 24 June 2011**

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>