

## Notification of a vacancy

<b>Post/Vacancy Number :</b>	<b>NCSA – CCC DOI 0040</b>
<b>Grade :</b>	<b>A2</b>
<b>Title :</b>	<b>Engineer (Software)</b>
<b>Organisational Element :</b>	<b>Service Delivery Division (SDD)</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. NCSA SD Division, located at Mons, Belgium is responsible to the Deputy Director/Chief of Staff for supervising the Management of NCSA services for the provision of end-to-end CIS to its customers. Service Allocation & Support Branch is responsible to the Head SDD for managing all aspects of the complete process and service delivery from the reception of the customer's service request to the delivery of the product. Service Implementation Management is responsible to the Head of Service Allocation & Support Branch for organizing the implementation process of all NCSA deliverable CIS services The incumbent is responsible for the implementation of Functional Services (FS) for Operations, Exercises and major NATO projects.

### **2. REPORTS TO**

Section Head (Service Implementation Management), CCC DOI 0010.

### **3. PRINCIPAL DUTIES**

The incumbent's duties are:

- Provide directions and technical advice to Section Chief and Section staff and CIS user community. Contribute to the implementation of new software components or major modifications to CIS systems/networks.
- Develop and ensure implementation of the necessary service and software (FAS) request, delivery procedures and NCSA operating support instructions.
- Coordinate the implementation process with all service providing elements, system managers, service managers, sectors, J2, J3, J6 and customers to ensure successful implementation.
- Issue NCSA CIS service orders and other instructions to service providing elements like system managers, sectors and external providers.
- Ensure technical and security compatibility and feasibility before activation of service.

- Implement end to end IT-services, activate the service and verify successful delivery.
- Report the activation and delivery, inform the customer.
- Inform the Control and Management Centre about changes in networks and systems.
- Manage recovery processes under service failure conditions.
- Provide NCSA management Functional service requests status reports to track progress, efficiency and quality of delivery of services.
- Support users collect problems and requirements; translate these into technical solutions, Coordinate and work closely with NNCS system manager and software developers to support design and development of enhancements to services delivery management tools.
- Liaise and coordinate with Functional Services (FS) Managers and the FS related community as whole.
- Provide advice to Section Head and Service/System Managers on End-to-End FS Services implementation.
- Implement, activate, verify and report successful delivery of End-to-End FS-Services.
- Contribute to FS Services for NRF Exercises and Operations (DCIS).
- Contribute, on FS, to large scale projects such as ISAF mitigation, FOC+ projects.
- Participate on relevant committees and working groups to present NCSA views on FS service implementation issues.
- Develop/improve service delivery implementation methodologies & procedures on FS.
- Update and maintain Wise Page
- Manage and maintain service delivery data, including configuration inventory.
- Validate the accuracy and consistency of the data in the Systems & Services Database and other related shared data bases.
- Release Service Orders and Directives to Implementation community (e.g. SMD, NITC, Sectors and others).

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 all Lifecycle aspects of Information Systems to achieve effective system development and deployment.
- Proven capability of converting evolving operational requirements into Information Systems requirements.
- Extensive knowledge of System Analysis principles to direct and guide Information Systems development.

- Broad and sound technical knowledge and experience in distributed Information Systems as they are applied to the modern management information and Command and Control Information Systems.
- Detailed knowledge of architectural design as applied to computer systems.
- Sound technical knowledge on local area networks.
- 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: Working Knowledge

eMail Clients/Web Browsers: Working Knowledge

Web Content Management: Working Knowledge

### **6. DESIRABLE QUALIFICATIONS**

#### Professional/Experience

Specialisations:

- Knowledge with NATO organisation, command structure and NATO bodies in the field of communications and information systems

- Practical experience in working level relations with the system end users, including the translation of user incidents or requirements into system design and specifications.
- Specific Experience: Demonstrable evidence in maintaining knowledge of advances in IS engineering.
- Sound practical experience in configuring, maintaining and supporting messages witching systems and E-mail applications.
- Software maintenance experience on high availability systems.

#### Education/Training

- Post Graduate diploma in an IS engineering related subject.

#### Courses:

- NCISS-101            NATO CIS Orientation - NATO CIS School

### **7. CIVILIAN POSTS**

#### Personal Attributes

- Is very sensitive to the emergence of problems, initiates 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

#### 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 and support) and to represent Service Implementation Section at formal meetings.
- Frequent external contact with customer representatives 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.

#### Contribution to the Objectives

His/her contribution affects all CIS Service Implementation Management issues especially in case special issues and problems need to be solved. He/she plans and takes care that all service requests will be translated into action and successful implementation. Assists in formulation of plans, management and policy for replacement systems or system enhancements.

#### Work Environment

The work is normally performed in a typical Office environment. Normal Working Conditions apply. The risk of injury is categorised as: No Risk

### **8. REMARKS**

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

**Primary: 912B Advice and guidance - Technical specialism:** The management and provision of expert advice on a specific technical specialism. Examples of specialism can be any technology, technique, method, product or application area. [Ref: SFIA v3 2005:TECH]

**Secondary: 941B Infrastructure - Change management:** The management of all changes to the components of a live infrastructure, from requests for change (RFC) through to implementation and review, to support the continued availability, effectiveness and safety of the infrastructure. [Ref: SFIA v3 2005:CHMG]

**Secondary Skill Level: Enable:** Assesses, analyses, develops, documents and implements changes based on RFC. [Ref: SFIA v3 2005:CHMG]

#### **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 DOI 0040") 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>