

Notification of a vacancy

Post/Vacancy Number :	NCSA – CCC DOR 0060
Grade :	B4
Title :	Technician (Electronic Systems, Ops & Maintenance)
Organisational Element :	Service Delivery Division (SDD)
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. 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. Resource Allocation & Support is responsible to the Head of Service Allocation & Support Branch for the management of the resource allocation process and for the maintenance of the service delivery software tool. The incumbent is responsible for assessing the technical feasibility of Service Requests and the allocation of resources for NATO General Purpose Communication Segment (NGCS) services.

2. REPORTS TO

Section Head (Resource Allocation & Support), CCC DOR 0010.

3. PRINCIPAL DUTIES

The incumbent's duties are correlated with the Service Request Tracking System (SRTS) requirements for allocation of NGCS services:

- Check operational validation, security accreditation, user NATO budget eligibility, funding and trigger all the necessarily actions with NCSA sectors and users in order to ensure all the validations are set for the required service.
- Verify availability of required service with system managers and service providers.
- Analyse the technical requirements of requested services and technically validate the service request.
- Decide upon the allocation of IT services.

- Allocate IT services, access to IT Systems, hardware and software.
- Monitor system capacities and propose additional capacities or reconfiguration.
- Coordinate with system managers upon the implementation of new systems or major systems reconfiguration and thus ensuring that these changes are reflected also as modifications in all relevant databases via SRTS.
- Support Service Delivery activities such as creation, maintenance and update of network diagrams.
- Cooperates within section with the Service Manager post CCC DOR 0030 in the day-to-day staffing and tasking process.

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

- The specification of systems architectures, identifying the components needed to meet the present and future requirements, both functional and non-functional (such as security) of the business as a whole, and the interrelationships between these components.
- The provision of direction and guidance on all technical aspects of the development of, and modifications to, information systems to ensure that they take account of relevant architectures, strategies, policies, standards and practices and that existing and planned systems and IT infrastructure remain compatible
- The overall control and management of services and their availability to ensure that all services meet all of their agreed availability targets.

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: NATO 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: Working Knowledge

eMail Clients/Web Browsers: Working Knowledge

Web Content Management: Basic Knowledge

6. DESIRABLE QUALIFICATIONS

Professional/Experience

Specific Experience:

- Experience in NATO military telecommunication network.
- Experience in Service Delivery.
- ITIL knowledge and experience.

Education/Training

A Higher Secondary education and completed higher vocational training leading to a formal technical or professional certification with 3 years function related experience, or a Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 5 years post related experience.

7. C. CIVILIAN POSTS

Personal Attributes

Requires a high degree of tact, perseverance and persuasion required in Service Delivery environment.

Professional Contacts

- Frequent (daily) internal contacts with Service Delivery leadership, with system management and operational staff (A2-A3/OF2-OF3 level) to discuss and resolve system issues.
- Infrequent contact with various NATO Working Groups where the delivery of CIS services represents a concern and a certain expertise in SRTS is required (as for exercises and major CIS reconfiguration or new system implementation).

Contribution to the Objectives

Provides advice on all technical questions which may come up in the process of resources

allocation support, the decision making and the implementation phases.

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: 914A Technical strategy and planning - Systems architecture: The specification of systems architectures, identifying the components needed to meet the present and future requirements, both functional and non-functional (such as security) of the business as a whole, and the interrelationships between these components. The provision of direction and guidance on all technical aspects of the development of, and modifications to, information systems to ensure that they take account of relevant architectures, strategies, policies, standards and practices and that existing and planned systems and IT infrastructure remain compatible. [Ref: SFIA v3 2005:ARCH]

Secondary: 941G Infrastructure - Availability management: The overall control and management of services and their availability to ensure that all services meet all of their agreed availability targets. [Ref: SFIA v3 2005:AVMT]

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 DOR 0060") 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>