

Notification of a vacancy

Post/Vacancy Number :	NCSA – CCC DPD 0040
Grade :	A2
Title :	Engineer (Performance Analysis)
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 Quality Branch is responsible to the Head NCSA SD Division for policy, planning and implementation of all processes and capabilities required to define Service Quality. Incumbent of post contributes to the service measurements efforts of the branch with scientific and mathematical expertise for the performance analysis of NATO CIS from bearers to computer networks and for the Quality of Service assessment and reporting, IAW existing Service Level Agreements.

2. REPORTS TO

Branch Head (Service Quality), CCC DPD 0010.

3. PRINCIPAL DUTIES

The incumbent's duties are:

- Design, implement and maintain System Performance processing tools, dashboards and procedures
- Define Key Performance Indicators (KPI), calculation and storage methods, and correlation methods with System Management Configuration Data Bases
- Coordinate Key performance Indicators with NC3A and contractors. Define calculation and storage methods, and correlation with NCSA owned performance data.
- Design, implement and maintain customized underpinning contract evaluation tools and procedures
- Coordinate Key Quality Indicators (KQI) with Service Management Branch. Define calculation and storage methods, and correlation methods with Service Management Configuration Data Bases and Service trees.

- Design, implement and maintain Service Quality Management and reporting tools and procedures
- Design, implement and maintain a Customer Satisfaction reporting capability
- Design, implement and maintain a Customer Satisfaction reporting capability
- Contribute to the exploitation of Service Trees for Root Cause Analysis and Service Impact analysis as a major decision making assistance tool.

Legal authority is held: None

Budget authority is held: None

Decision authority is held: None

Supervisory duties:

- Gives guidance to the Technicians and field Engineers at all levels throughout NATO, in managing and reporting CIS Systems performance and Service quality management.
- Directs and oversees the technical services necessary to sustain operations and maintenance of the capability to acquire, process and distribute Performance and Quality information.
- Where required produces technical instructions in support of system management and technical specifications in support of project management.
- There are no first line reporting responsibilities.

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

- Proficient in software based model and simulation techniques
- Proficient in optimization techniques derived from applied mathematics
- Proficient in generic algorithms derived from graph theory and experience in implementing them, or intimate
- Proficient in probability and statistical techniques, including data filtering, validation, translation, summarization, visual representation, correlation, regression, extrapolation, interpretation, significance tests, correspondence with models/simulations
- Proficient in SQL database queries and basic updates
- Experience in database content and dependency specifications, including 3rd Codd normalization, with limited experience in implementing them
- Experience in system modelling and simulation (not necessarily CIS)
- Desirable experience in database and applications integration (at configuration and scripting level only)
- Desirable experience in queuing theory and chronological series

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/A

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: Basic Knowledge

Spreadsheet: Advanced Knowledge

Graphics Presentation: Working Knowledge

Database: Advanced Knowledge

eMail Clients/Web Browsers: Working Knowledge

Web Content Management: Working Knowledge

6. DESIRABLE QUALIFICATIONS

Professional/Experience

Specializations:

- University degree in applied mathematics or engineering
- Develops new concepts, methods, and techniques to solve scientific problems. Analyzes theories and research findings to determine applications.
- Engages in continuous development and modification to improve performance and suitability of products and production processes.
- Employs mathematical techniques including probability and statistics, simulation, optimization theories, and computer systems to analyze, depict, and display data and analysis results.
- Develops design studies and monitors contracts.
- The incumbent must possess the ability to use mathematical and statistical techniques and models to compile, analyze, and evaluate data, ability to relate performance, cost, and effectiveness in studies of management, operational, and conceptual systems at all commands.
- Includes mathematicians, statisticians, operations research analysts, and other mathematical scientists.

Specific Experience:

- Desirable experience in Oracle SQL queries
- Desirable experience in controlling Smart Multiplexers

- Desirable experience in controlling ISDN switches
- Desirable experience in controlling ATM switches
- Desirable experience in controlling IP routers, including CISCO specific data captures such as NETFLOW
- Desirable experience in controlling WEB and E-Mail services

Courses:

- NCISS-085 NATO NETWORK CONTROLLERS' COURSE - NATO CIS School
- NCISS-101 NATO CIS Orientation - NATO CIS School
- M-5-32 NATO Staff Officer Orientation Course (NU Rel P/P MD EU) - NATO School Oberammergau (DEU)

7. CIVILIAN POSTS

Personal Attributes

- Uses initiative to propose solutions for unexpected problems and determines which issues to refer to supervisors.
- Requires little or no supervision in performance of routine functions.
- The incumbent must be able to interpret and apply the policies and procedures of the appropriate directives and operating instructions in the field of operations and maintenance of the assigned CIS and must be able to adopt non-routine mission requirements.
- The incumbent is encouraged to suggest changes and recommend new procedures for accomplishing the tasks related to the post for eventual inclusion in the relevant directives and operating instructions.
- Must possess good interpersonal and communication skills, poise and tact when dealing with customers, contractors and NATO Commands and Agencies.

Professional Contacts

- Work in close coordination with the System managers, Service Level Managers, Control Centres, in NCSA HQ, Sectors and Deployed areas.

Contribution to the Objectives

Provides guidance and technical advice that affects the plans and policies related to information and communication system performance and Quality of Service, including planning and future capabilities.

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

- Locally imposed or unique requirements (Comments and notes by requesting HQ):
- Working knowledge of several Operating Systems (UNIX/Solaris, Windows)
- Experience in computer programming in procedural languages (Fortran, Pascal, C or alike)

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

Primary: 461G Mathematics: The study of abstract deductive systems. It includes algebra, arithmetic, geometry, real and complex analysis and applied mathematics. (specialisation: Operations research) [Ref: UNESCO ISCED 1997:461]

Primary Skill Level: Enable: Works under general direction within a clear framework of accountability with substantial personal responsibility and autonomy to plan own work to meet given objectives and processes. Influences team and specialist peers internally and may influence external organisations, HQs and agencies. Some responsibility for work of others and allocation of resources. Responsible to execute a broad range of complex professional or technical work activities in a variety of contexts. Plans, schedules and monitors work activities in order to meet time and quality targets and in accordance with established procedures. Selects appropriately from applicable standards, methods, tools and applications. Applies analytical and systematic approach to problem solving. Communicates and present complex information fluently to both specialist and non-specialist audiences. Maintains awareness of developing trends within the wider occupational field and absorbs new information rapidly and applies it effectively in relevant internal business areas or external agencies. [Ref: NATO adaptation of SFIA v3 2005:Generic Level Description]

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 DPD 0040") 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>