

Notification of a vacancy

Post/Vacancy Number :	NCSA – CCC DPP 0100
Grade :	A2
Title :	Engineer (Communications Ops and 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 Management Branch is responsible to the Head SDD for establishing and managing NCSA's Service Management practice. The incumbent is responsible for technical support to Service Level Management functions, including developing formal agreements and service level specifications for the operational customers/user groups such as CAOCs/ISAF and other newly added customers; maintenance and development of the NCSA Customer List/database, compiling and analysing performance data and QoS reports; and assisting with developing and maintaining Service Descriptions for all NCSA-delivered Services.

2. REPORTS TO

Branch Head (Service Management), CCC DPP 0010.

3. PRINCIPAL DUTIES

The incumbent's duties are:

- Maintain continuous liaison with other Branches, Divisions, Sectors and other Agencies on technical aspects of Service Level Management, QoS data and Service Descriptions.
- Define requirements for and develop formal agreements and performance criteria for operational user groups/customers such as CAOCS and ISAF.
- Assist in the development and maintenance of an SLM database repository for formal agreements and associated documentation
- Define requirements for and develop format / content for periodically Service Level Reporting

- Conduct data analysis to populate Corporate Service Level Reports
- Participate in development of functional requirements and data model for NCSA CMDB, QoS tools, and related support systems
- Verify the technical consistency and feasibility of the technical content of assigned formal agreements with System Managers, Customer representatives, Sectors and other technical authorities
- Assist in the SLA negotiations by providing technical advice on Service Level Management, performance indicators
- Coordinate with other Branches and Divisions involved in Service Level monitoring, measuring and reporting
- Review and update technical aspects and Annexes of designated formal agreements
- Maintain a good understanding of operational CIS support requirements with regard to the CIS delivery.

Legal authority is held: None

Budget authority is held: None

Decision authority is held: None

Supervisory duties: None

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

- Experience in CIS Operations and Maintenance (O&M), and specifically service performance tools, measurement and reporting; Quality of Service method and standards, and automated tools for performance management and configuration control.
- Experience in CIS to include requirements identification and analysis, system/service integration, testing and implementation; network and service management, configuration management and service / system utilization analysis.

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.

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: Basic Knowledge

eMail Clients/Web Browsers: Working Knowledge

Web Content Management:: Basic Knowledge

6. DESIRABLE QUALIFICATIONS

Professional/Experience

Specialisations:

Demonstrable evidence in maintaining knowledge of advances in CIS engineering, automated tools and methods for service level monitoring measuring and reporting, and development of KPIs / KQIs (e.g. performance standards, service level specifications, etc.)

Specific Experience:

- Familiar with the operational and technical capabilities of communications and information systems. Good knowledge of the OSI model.
- Experience in military CIS management, including developing performance standards, use of automated tools, and configuration management..
- Experience in dealing with larger-scale modern digital telecommunications networks;
- Staff experience at headquarters level.

Education/Training

- ITIL, MOF, ISO-20000, ISO-9000 and/or eTOM qualification and experience.
- Post Graduate diploma in a CIS engineering related subject.
- Member of a recognized national professional body or institution.

Courses:

NCISS-101NATO CIS Orientation - NATO CIS School

7. CIVILIAN POSTS

Personal Attributes

- Must possess good interpersonal and communication skills, as the incumbent often works independently, specifically in matters relating to SLAs.
- Uses initiative to propose solution for unexpected problems and determines which issues to refer to supervisor; if necessary seeks additional guidance from Branch Chief.
- The incumbent must also show courtesy, tact, diplomacy, mental alertness, negotiating skills and service mindedness in dealing with users, contractors, and different agencies.

Managerial Responsibilities

Post holder will provide guidance to Customers and NCSA personnel relative to designated areas of responsibility; provide oversight of contractors involved in functional area.

Professional Contacts

- The duties demand frequent professional contacts with all NCSA's staff and Customers such as the CIS Branches of the NATO Strategic Commands, NATO Headquarters and other NATO Agencies.
- He will provide guidance to lower formations like CIS Sectors on technical issues concerning CIS Level Agreements, technical standards and implementation of NCSA CIS Services.

Contribution to the Objectives

- The incumbent is a key provider of technical support to other members of the Service Management Branch. His technical advice is most critical and key to the success of SLAs.

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: 914F Technical strategy and planning - Methods and tools: Ensuring that appropriate methods and tools for the planning, development, operation, management and maintenance of systems are adopted and used effectively throughout the organisation. [Ref: SFIA v3 2005:METL]

Primary Skill Level: Enable: Provides expertise and support on use of methods and tools. [Ref: SFIA v3 2005:METL]

Secondary: 952C Quality - Quality standards The development, maintenance, control and distribution of quality standards. [Ref: SFIA v3 2005:QUST]

Secondary Skill Level: Enable: Controls, updates and distributes new and revised quality standards, including technical changes. [Ref: SFIA v3 2005:QUST]

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 DPP 0100") 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>