

## Notification of a vacancy

<b>Post/Vacancy Number :</b>	<b>NCSA – CSU DSV 0010</b>
<b>Grade :</b>	<b>B5</b>
<b>Title :</b>	<b>Section Head (Integrated Voice Services)</b>
<b>Organisational Element :</b>	<b>Service Support Group</b>
<b>NATO Body :</b>	<b>NCSA</b>
<b>Location/Country :</b>	<b>Norfolk, VA (USA)</b>
<b>Closing Date :</b>	<b>Friday, 10 June 2011</b>
<b>Point of Contact :</b>	<b>Mr J Armstrong (Recruitment Manager)</b>

### **1. POST CONTEXT:**

NCSA ensures the cost effective provision of secure end to end information exchange and processing services for NATO Consultation, Command and Control. NCSA Sectors resource & plan, install, operate, protect, maintain and support CIS capabilities. SSG is responsible for the installation, operation, and maintenance of all assigned CIS in accordance with SLAs and for the provision of limited support to corporate customers as directed. CSC is responsible for the local Incident Management. It coordinates local user Requests for Change within the Change Management processes. It is responsible for facilitating IS training and providing user familiarization training. The Integrated Voice Services is responsible for the provisioning, managing, and maintenance of a full range of fixed and mobile digital and analogue voice, data and facsimile services. CIS Sector Norfolk installs, operates, maintains and supports CIS capabilities. The Service Support Group is responsible for overall management of the division and provision of CIS services in accordance with agreed SLA's, customer requirements and ITIL best practices. SSG is responsible for the installation, operation and maintenance of all assigned Communications and Information Systems. The Integrated Voice Services incumbent directs the day-to-day activities of assigned NATO civilian, military and contractor telephone services personnel. He/She is responsible for the provisioning, managing, and maintenance of a full range of fixed and mobile digital and analogue voice, data and facsimile services for Headquarters, Supreme Allied Commander Transformation (HQ SACT) and NCSA Sector Norfolk. He/She is responsible for ensuring HQ SACT, as a Major NATO Command (MNC) consisting of approximately 850 personnel including 13 Flag/General Officers (FOGOs) and their executive staff, receives immediate, real-time response for all in-garrison and mobile voice services problems. He/She oversees and performs direct one on one daily interaction with FOGO's, executive staffs and staff personnel to ensure continued voice services. The incumbent develops, manages and coordinates financial data for services cost ensuring ACT recoup usage charges from customers. He/She provides voice subject matter expert advice and perform design review of all building and organizational expansions.

2. **REPORTS TO:** Head (Customer Support Centre), CSU DSX 0010

3. **PRINCIPAL DUTIES:**

The incumbent's duties are:

- Provide long and short term engineering plans to ensure that provided services are at the appropriate levels of magnitude and have the required revision generations to meet the planned and unplanned requirements of the transformational headquarters.
- Ensure 100% availability of the DEFINITY digital telephone switching system, its high speed data links to the commercial telephone company under contract to HQ SACT, the voice messaging system (Audix), and the call accounting platform and resident software, ECAS.
- Ensure all power and environmental subsystems are performing to specifications.
- Manage, repair, and configure the copper cable plant associated with telephone and other non-related uses such as dial-in modems used to manage air conditioning systems.
- Create, update and administer access data bases, and excel spread sheets. These tools are used to inventory and control issue of facsimile equipment, switch hardware and peripherals, cellular telephones and other wireless devices.
- Manage individual telephone bills for fixed assets. Provide financial oversight to the billing process and direct the financial department to process funds to the correct contracted organizations, i.e. Cavalier Telephone Company, T-Mobile, AT&T, etc.
- Perform Definity switch administration changes to reflect the constant adds, moves and deletions of personnel within the transformational headquarters and NCSA Sector Norfolk.
- Perform Audix voice messaging system administrative changes and updates in support of regular changes of personnel in the commands.
- Design, maintain and update the headquarters graphical telephone directory data base which is accessible from anywhere within NATO.
- Perform ongoing analysis of the Definity telephone switch worldwide traffic routing algorithms, and work directly with various commercial service providers to ensure the most cost effective routing of all voice traffic on a global basis.
- Direct all sector integrated voice services section personnel in their day to day duties of telephone administration, installation of new services and the co-ordination of special events relating to conferences, political gatherings and military operations.
- Provide continual training, both formal and informal for personnel assigned.
- Attend meetings at various levels in support of new projects such as headquarters expansion construction activities.
- Provide annual and semi-annual budget inputs to fiscal authorities.  
Liaise with headquarters security staff in the performance of malicious call tracing/security threat scenarios.
- Write the performance requirements for contract administration of contractor personnel.
- Conduct annual personal evaluations for assigned personnel.

**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**

- Broad knowledge of and experience in a wide scope of telecommunications and information systems with the ability to analyse complex CIS issues to provide specific advice and recommendations.

**Education/Training**

- Higher Secondary education and completed higher vocational training in telecommunications, electronics, electrical engineering or related discipline leading to a formal technical or professional certification with 3 years function related experience, or a Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 5 years post related experience.

**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**

- Familiarity with MS Project.
- Familiarity with SLA development and management.
- Experience in contract management.
- Experience in monitoring/measuring quality/level of service.
- Knowledge of policy, procedures and organization of NATO CIS.
- Knowledge of Service Delivery and Support Management processes.
- Knowledge of NATO systems interdependencies and integration
- General management skills.
- Familiarity with NATO Budget life Cycle, MTFP and CEP
- Strong interpersonal and communication skills, and strong writing and oral skills.

## **Education/Training**

- Project Management, Communications and/or IT engineering training.

### **7. PERSONAL ATRIBUTES:**

As the Integrated Voice Services Section Head, the incumbent is expected to act without supervision. He/she is expected to use independent judgment, propose solutions based on resources available, engineering expertise, strong interpersonal and communications skills, tact, good judgment and adaptability and requires strong writing and oral skills. Must have a sense of diplomacy and propriety in order to work harmoniously with colleagues and other staff, both civilian and military, from NATO nations as well as with staff from private sector scientific and industrial organizations.

### **8. PROFESSIONAL CONTACTS:**

Must coordinate, liaise and correspond with NCSA HQ entities, HQ SACT Customers and Users, NATO POCs, Host Nation and NC3A, commercial contractors and Sector Norfolk POCs. HQ SACT Requirements Groups.

### **9. CONTRIBUTION TO THE OBJECTIVES**

Work performed is essential to the Sector's mission. Leads in the planning, preparation, analysis, design, implementation, operation and enhancement of various network and security services.

### **10. REMARKS:**

The following NATO Occupational Code is relative to this post:

#### **Primary: 523E Electronics and automation**

The study of planning, designing, developing maintaining and monitoring electronic equipment, machinery and systems. It includes designing computers and equipment for communication. (specialization: Communications equipment maintenance) [Ref: UNESCO ISCED 1997:523]

**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]*

**11. STARTING SALARY & CONTRACT OFFER:**

Starting basic monthly salary is 5,109.07 USD 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.

**12. HOW TO APPLY:**

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

**Friday, 10 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>