

Notification of a vacancy

Post/Vacancy Number :	NCSA – CSU GPX 0010
Grade :	A3
Title :	Head, Operations Plans and Service Management
Organisational Element :	Command Staff Group
NATO Body :	NCSA
Location/Country :	Norfolk, VA (USA)
Closing Date :	Friday, 10 June 2011
Point of Contact :	Mr J Armstrong (Recruitment Manager)

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. Command Staff Group directs, coordinates and supervises all business functions in order to support Customers throughout the AOR. Operations Plans and Service Management is responsible throughout the AOR for all aspects of Service Management, Strategic Resource Management, Project Management, Operations and Exercises and is the primary interface with the Customer. Staffs policy issues and develops SLAs, LSAs, OLAs, business plans and processes. The incumbent is the Service Level Manager for the whole Sector AOR. He is responsible to develop Service and Project Management policy, to set-up SLAs with Customers and to lead (1) the delivery of the Service Levels herein agreed and (2) the alignment of Sector's resources to tasks. Also responsible for Operations and Exercises support and Quality Management.

2. REPORTS TO: Commander (Staff Group) CSU GXD 0010

3. PRINCIPAL DUTIES:

The incumbent's duties are:

- Recommends the Service Level Management policy for the Sector.
- Develops and maintains with HQ NCSA standards for Service Level Agreements (SLA) and Life Support Agreements (LSA).
- Directs development of SLAs, LSAs and Operational Level Agreements (OLA) and their maintenance throughout the lifecycle.
- Uses his business vision to set Sector strategy for manpower and budget resourcing to ensure adequate levels of the same to support current and projected missions.

- Leads development of resource requirements for Sector projects and provides guidance for their defence through the various levels of the NATO screening and approval process.
- Leads to define, evaluate and optimize business plans and processes for the whole Sector AOR.
- Oversees the Sector Project Management (PM) activities and teams, leads development and implementation of PM standards and processes, manages status and milestones reporting on PM activities to Sector Commander.
- In the areas of Operations and Exercises, Service Management and Project Management receives from the Command Support Group Commander delegated authority to task other Sector Squadrons.
- Supervises the analysis of emerging user requirements, operations and exercises support requirements and the development of appropriate technical solutions to satisfy them.
- Coordinates project activities with NCSA HQ, Sector customers, Host Nations, outside agencies and contractors.
- Directs a performance management, quality control, and quality of service reporting programme, ensuring that appropriate corrective strategies are followed both at Sector and higher level to meet desired Service Levels.
- Provides his expertise to the Customer in the development of the supported HQs Business Continuity Plan (BCP). Leads the Sector's development of their supporting BCP(s) and Disaster Recovery Plan(s).
- Leads the preparation of Manpower requirements, NSIP planning requirements, and ADP, Comms, Mid Year Review, MTFP and CEP Budget items for inclusion in Capability Packages, Cost Estimates of NSIP projects, SLAs and Contractual documents.
- Serves as CIS Sector's POC for Capability Package Co-ordination Officers (CAPCOs) and Mission Sponsors (MISPOs) of applicable CPs.
- Serves as CIS Sector Project Manager when exercising exceptional programming procedures of Urgent Requirements (UR) projects, Stand Alone Projects (SAP), and Minor Works (MW) projects.
- Supervises development of the Capacity Management Plan for the Sector and subsequent improvements.
- Provides authoritative technical, managerial and policy advice to Sector Commander and higher management.
- Stays abreast of development in Project Management methodology/tools and technology developments relevant to the area of work.
- Attends meetings and becomes a member of various NATO Committees, as assigned.
- Holds delegation of authority to release of circuit demands to NALLA agencies committing NATO to payment of related funds
- Sets the Sector business position on formulation and execution of local CIS Budgets and for the Sector Admin Budget.
- Leads all work functions in the Branch, distributes work to accomplish Branch duties to Branch Sections and individuals, assigns tasks and reviews products, assesses performance and initiates disciplinary action. Incumbent has influence over the workload and priorities of other work centres. Is responsible for managing processes throughout the Sector area of responsibility.

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

- Management experience in a large CIS service organization while involved in the planning of service levels, service continuity and customer relations.
- Experience with the preparation and administration of Service Level Agreements or equivalent documents governing customer/provider relationship.
- Experience in all phases of the Lifecycle of Information Systems aimed at achieving effective system development and deployment.
- Proven ability of converting evolving military operational requirements into viable 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 military management information and Command and Control Information Systems.
- Detailed knowledge of architectural design as applied to computer systems.
- Sound technical knowledge on wide area networks and local area networks, Project Management, Requirements Identification, Analysis and Validation, risk analysis and management
- Design, implementation and operation of Information and Communications Technology Systems.

Education/Training

- As a minimum, a Bachelor's 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.

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:	Basic Knowledge
eMail Clients/Web Browsers:	Working Knowledge
Web Content Management:	Working Knowledge

6. DESIRABLE QUALIFICATIONS:

Professional Experience

- Experience with military communications and information systems, telecommunications systems.
- Experience in NATO CIS systems and Services.
- Supervisory Experience of CIS professionals.
- Experience in policy, procedures and organization of the CIS world of NATO, and knowledge of and experience on project assessment methods and submission procedures within NATO.

Education/Training

- Postgraduate BS degree in Communications or Information Systems Engineering.
- Training on Project Management, ITIL, Service Level Management.
- Chartered Engineer.

7. PERSONAL ATRIBUTES:

As the Senior Service Level Manager and Project Manager of the CIS Sector, the incumbent is expected to act without supervision. The position requires excellent presentation skills also for seeking approval of solutions and recommendations through the chain of command. Uses independent judgment to propose solutions based on resources available. Communications and / or Information Systems Engineer with Project Management skills, strong inter-personal and communication skills, personal quality of tact, judgment and adaptability and strong writing and oral skills. A sense of diplomacy and propriety in order to work harmoniously with colleagues and other staff, both civilian and military, from NATO and NATO nations, as well as with staff from private scientific and industrial organizations

8. PROFESSIONAL CONTACTS:

Co-ordinates Project activities, Quality management and Business Management processes with NCSA HQ entities, Customers and POCs from ACO / ACT, Host Nation (HN) and NC3A, contractors and other CIS Sector POCs. Represents the CIS Sector in several

NATO Committees, Steering Groups / Boards and Conferences.

9. CONTRIBUTION TO THE OBJECTIVES

Defines and supervises the implementation of:

- The Sector's Project Management Methodology
- Standards for Automated Project Management Tools
- Reporting standards for Sector Projects
- Service Level Management Policy
- Standards for Service Level Agreements (SLA)
- Optimal Sector Business Processes
- Performance Management and Quality Control Processes
- Development of concepts and technical solutions on issues pertaining to design, implementation and operation of communications and information systems.

As such the incumbent provides a vital and critical contribution in the fulfilment of the Sector mission

10. REMARKS:

The incumbent is required to successfully complete the following NATO courses:

NCISS-101 NATO CIS Orientation - NATO CIS School

M-4-30 Resource Management Education Programme (RMEP) Course (NU Rel PfP EU MD) - NATO School Oberammergau (DEU)

M-5-32 NATO Staff Officer Orientation Course (NU Rel PfP MD EU) - NATO School Oberammergau (DEU)

11. STARTING SALARY & CONTRACT OFFER:

Starting basic monthly salary is 7,380.76 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 GPX 0010" and send it to 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>