Duty Location: **The Hague, NLD**

JOB DESCRIPTION

EDP Senior Assistant

Air and Missile Defence Command and Control – CRC System Interface
Grade: **B-5**

This is a position within the NATO Communications and Information Agency (NCI Agency), an organization of the North Atlantic Treaty Organization (NATO).

The NCI Agency has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

The Directorate of Air and Missile Defence C2 (AMDC2), as part of the NCI Agency, ensures the harmonized planning, implementation, deployment evolution and support of the Air Command and Control System (ACCS) and other AirC2 systems and assigned Programs. The AMDC2 is the procurement and implementation body of the NCI Agency, charged with the effective planning, execution, delivery into service, evolution and through-life logistic support of NATO's and assigned national AirC2 systems.

The CSI Section provides full system support for the products and services assigned to it through the CSI partnership. The CSI Section is tasked and reports to the CSI/MASE Cooperative Workshare Arrangement (MCWSA) Boards established under the CSI Memorandum of Understanding (MoU).

Duties:

Under the direction of the allocated functional manager, the incumbent will perform duties such as the following:

- Acquiring and maintaining in-depth knowledge of the CSI software and hardware configuration items;
- Planning and executing integration tests and qualification tests for new software baselines and evaluate results;
- Support all activities related to the production and delivery of system updates;
- Generating and maintaining detailed data files for configuration control purposes of the CSI system;
- Maintaining configuration records to record the delivery of systems on-site, and to maintain up to date information on the configuration implemented at each specific site;
- Executing configuration audits and quality control checks during the development of a new software version;
- Performing final quality control checks on all releasable system software and documentation;
- Performing system installations both in-house and on-site;
- Maintaining a high level of expertise in software security and ensuring the latest security procedures are applied to CSI development systems;
- Maintaining the systems installed in the CSI engineering laboratory, development and training environment;
- Participation at job-related training events (courses, seminars, conferences etc) will be required maintain the required level of competence and knowledge.
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline (such as; Computer Sciences or Electronics, or in a technical subject with Computer Sciences and/or Electronics content) with 3 years post-related experience in system.software testing. Or a secondary educational qualification with 5 years post-related experience.
- Recent practical experience in the administration of IT systems in a network environment, preferably in Windows based operating systems;
- Knowledge of networking and digital communication (LAN / WAN) standards and techniques.

Desirable Experience and Education:

- Experience in maintenance of NATO Air Defense (AD) systems; military data links; operations/technical/procedures (eg. Link 1, Link 11, Link 11B, Link 16 and Link 22);
- Proof of formal training in system administration (server and workstation);
- Proof of formal training in system testing;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Language Proficiency:

- A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.
- **NOTE:** Most of the work of the NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

- Working with People - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
- Writing and Reporting - Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.
- Applying Expertise and Technology - Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
- Following Instructions and Procedures - Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.
- Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
- Achieving Personal Work Goals and Objectives - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.

Travel:

- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCI Agency offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries, the expected temporary duty for this post is 30 days per year.