

JOB DESCRIPTION

Chief Assistant (Project Coordination)

Service Management and Control – Projects Team

Grade: **G14**

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

To strengthen the Alliance through connecting its forces, the NCI Agency delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

Chief Service Operation (CSO) is accountable to plan, transition into service, operate and maintain CIS services throughout this AOR. Moreover, CSO serves as signature authority for Agency orders involving deployment of staff and equipment to Operations and Exercises and is responsible for CIS operational situational awareness to the General Manager (GM) and Chief of Staff (COS). For new CIS services under transition into service, the CSO will execute Business Change Authority duties as delegated by the GM to prepare both the NCI Agency and the receiving operational community to sustain business continuity operations. CSO is to foster and sustain the highest levels of customer relationship with the operational User community. Additionally CSO is to exercise best business operations between the Operational User-facing CIS Support Units to the under-pinning infrastructure services delivered by the NCIA Service Owners (SOs). CSO is responsible for all Asset Management and logistical support for all NATO owned CIS equipment.

This position is within the Service Management and Control (SMC) Branch Projects Team. SMC covers the full lifecycle of support (strategy, design, transition, operation and continuous service improvement, including Subject Matter Expertise) for Service Delivery. The incumbent will be required to maintain their own core competency in the areas of requirements analysis, project management, documentation, coordination and communication on multiple levels (i.e. working, executive management and with customers) Particular attention will be paid to IT Service Management, CIS Infrastructure, System Design, Process Development, Related Military and Civilian standards. This incumbent will be required to liaise with external stakeholders (NATO IC, ACT) to ensure coherence of SMC capability across all NATO CIS services.

Duties:

Under direction of the Projects Team Section Head, the incumbent will be responsible for duties such as the following:

- Provide technical and professional guidance and contribution to the conception, development and execution of investment projects. These contributions will support requirements analysis, Statement of Work preparation, bid evaluation and acting as technical lead in the IT Service Management area;
- Coordinate with other functional areas to ensure the coherent implementation of IT Service Management processes and the tools to support enterprise;

- Review and improve, where needed, IT Service Management Processes;
- Support SMC Branch management on decision making for IT Service Management related issues by developing business case and decision papers;
- Develop and maintain IT Service Management requirements, architectures and strategy documents;
- Give technical briefings and presentations; write and/or review reports and articles for publication;
- Selects appropriate techniques and tools to develop user stories and elicit user experience requirements in complex situations.
- Identifies and describes the design goals for systems, products, services and devices.
- Identifies the roles of affected stakeholder groups.
- Resolves potential conflicts between differing user requirements.
- Specifies measurable criteria for the required usability and accessibility of systems, products, services and devices.
- Deputize for higher grade staff, if required.
- Perform other duties as may be required.

Essential Experience and Education:

- Higher vocational training in a relevant discipline with 4 years post-related experience. Or a secondary educational qualification with 6 years post-related experience.
- Experience in Project Management, in international environment, using tailored PRINCE2 and PMI PMP frameworks.
- IT Service Management experience.
- Knowledge of applying ITIL or corresponding service management industry frameworks.
- Experience in preparing, planning and participating in interoperability exercises.
- Experience in defining and maintaining Enterprise Architectures.
- Experience with ITIL Process development.
- Experience in engaging with different stakeholders.
- Knowledge of Integration APIs.
- Experience in writing policies and procedural documents.
- Experience in organizing and leading working groups, coordinating and hosting internal conferences.
- Proven ability to effectively communicate orally and in writing, with good briefing, presentation and summarisation skills.

Desirable Experience and Education:

- Knowledge of IT Service Management through completion of formal certification in ITILv3 or v4 at the Foundation level or higher is desirable.
- 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:

- **Relating and Networking** - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.
- **Delivering Results and Meeting Customer Expectations** - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
- **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.