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Duty Location: **Mons, BEL**

JOB DESCRIPTION

Staff Officer (Asset Management)

Chief Service Operations – Asset Management Branch

Grade: **G15**

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 Communication and Information System (CIS) services throughout this Area of Responsibility (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 NCI Agency Service Owners (SOs). CSO is responsible for all Asset Management and logistical support for all NATO owned CIS equipment.

The Asset Management Branch (AMB) directs, monitors, controls, evaluates and improves the state of Asset Management within the NCI Agency and is responsible for ensuring that the assets required to deliver services are properly controlled, and that accurate and reliable information about all NCI Agency assets is available when and where it is needed.

The AMB covers the full breadth of Asset Management in the NCI Agency, to include ICT Hardware, Non-ICT Hardware, Software, Crypto, Configuration Management, Intellectual Property and Disposal of Assets.

Duties:

Under the direction of the Head Asset Management Branch (AMB), but largely on own initiative, the incumbent will perform the following duties:

- Actively contribute to the management of the lifecycle for all managed assets (hardware, software, intellectual property, licences, warranties, etc.) including security, inventory, compliance, usage and disposal, aiming to protect and secure the corporate assets portfolio, optimise the total cost of ownership and sustainability by minimising operating costs, improving investment decisions and capitalising on potential opportunities. Knowledge and use of international standards for asset management and close integration with security, change, and configuration management are examples of enhanced asset management development.
- Hold the specific role of NCI Property disposal Officer (PDO) to ensure the effective management of the disposal of assets and material procured by the entity and written off in accordance with NATO and National rules. In particular:
 - o Develop statement of work for disposal services;
 - o Review contract annually to ensure environmental and security requirements are up to date;

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- Maintain accountability of assets throughout the disposal process until certification received, keeping all stakeholders informed;
- Maintain strong relationship with vendor and customers to ensure timely processing of disposal to promote operational continuity;
- Ensure security and environmental policies are being met by vendors;
- Ensure disposal budget is being used effectively to support customers and projects;
- Coordinate quotes from vendors, raise purchase requests, and purchase orders are correct;
- Coordinate collection of assets according to customer requirements and geographical location;
- Support the development of asset management policies, processes and procedures ensuring to keep them updated.
- Support the development of Asset Management plans, identifying and monitoring implementation risks, providing expertise in the resolution of exceptions and issues;
- Support establishing and maintaining a network of relations with Key Asset Managers in the NCI Agency;
- Support complex changes throughout the full Asset Lifecycle Management, team and customers;
- Support the development, enhancement and usage of the tools, Asset Management reporting processes, dashboards, metrics and KPIs;
- Manage the preparation and maintenance of internal/external reports necessary to carry out Asset Management functions;
- Devise standard inventory management benchmarks to improve the processes;
- Ensure that inventory management process is at an appropriate level and meet both internal and external requirements.
- Provide guidance on inventory management for a specific product group or location.
- Apply systems and processes to identify and coordinate inventory requirements;
- Review reports used for inventory management to find out related problems;
- Coordinate and support the data entry operations related to Asset Management;
- Support the development, implementation and communication related to relevant data access as well as policies and practices dissemination;
- Facilitate the adoption of best practices for data entry and relevant technology;

Other Duties:

- Deputize for higher grade staff as directed;
- Perform any other related duties as may be required.

Experience and Education:

- A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 2 years post-related experience. Or exceptionally, the lack of a university degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCI Agency, that is, at least 6 years progressive expertise in duties related to the function of the post;
- Requires at least 2 years' experience in management of assets and material procured disposal, Logistic Planning, Supply Chain Management and Accounting in an operational environment;

Desirable Experience and Education:

- 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 NCIA is conducted in the English language.

Competencies or Personal Attributes:

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- *Deciding and Initiating Action* - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
- *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.
- *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.
- *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.