



JOB DESCRIPTION

Post Details:

Post Title: **Capability Analyst** Location: The Hague, NDL
 Rank/Grade: G15

Organisation context:

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

To strengthen the Alliance through connecting its forces, the NCIA 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.

Organisational Element Statement of Functions:

In line with the Agency's Charter and its Cloud broker role, the NATO Business Applications Centre (NBAC) provides Business Applications Capabilities & Services to the NCIA and across NATO Enterprise

NBAC ensures the harmonization, rationalisation, and coherence of all Business Applications, to enable efficient day-to-day operations, support transparency, and foster internal control.

Job role description:

Capability Analysts are domain specific engineers that elicit, analyze and establish operational and domain requirements in coordination with end-users. They align with domain, technical and enterprise strategies. They contribute to the technical and domain strategy and develop contractual requirements for the development of capabilities and services. They propose operational solutions and maintain operational and functional solution descriptions as part of the domain specific business architecture. They contribute to product roadmaps, domain specific capability development and assess the suitability of domain specific solutions, product roadmaps and programme objectives from an operational and requirement perspective.

Duties and Responsibilities:

Solution architecture

- Contributes to the development of solution architectures in specific business, infrastructure or functional areas.
- Identifies and evaluates alternative architectures and the trade-offs in cost, performance and scalability.
- Determines and documents architecturally significant decisions.
- Produces specifications of cloud-based or on-premises components, tiers and interfaces, for translation into detailed designs using selected services and products.
- Supports projects or change initiatives through the preparation of technical plans and application of design principles.
- Aligns solutions with enterprise and solution architecture standards (including security).

Requirements definition and management

- Defines and manages scoping, requirements definition and prioritisation activities for small-scale changes and assists with more complex change initiatives.
- Follows agreed standards and applies appropriate techniques to elicit and document detailed requirements.
- Provides constructive challenge to stakeholders as required.
- Reviews requirements for errors and omissions.
- Prioritises requirements and documents traceability to source.
- Provides input to the requirements base-line.
- Investigates, manages and applies authorised requests for changes to base-lined requirements, in line with change management policy.

Business modelling

- Conversant with techniques covering the full range of modelling situations.
- Models current and desired scenarios as directed.
- Selects appropriate modelling techniques for meeting assigned objectives.
- Gains agreement from subject matter experts on models produced.
- Reviews resulting models with stakeholders and resolves identified issues.

Organisational change management

- Follows standard techniques to investigate and analyse the size, nature and impact of changes to operational activities.
- Contributes to the recommendations for change management plans and actions.
- Supports implementation and engages with stakeholders under direction.

Stakeholder relationship management

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plan.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

Additional duties for this post:

- Deputise to higher grade staff, if required
- Perform other duties as may be required

Education, Experience and Training (essential):

Education:

A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline. 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 NCIA, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post

Experience:

- In depth knowledge and experience of transactional human resources processes, preferably gained in a fast paced, high volume HR Operational environment.
- In depth knowledge of Human Capital Management applications, preferably Oracle Enterprise Business Suite and Oracle HCM Cloud.

Training/Certifications:

Education, Experience and Training (desirable):

Experience:

- Prior experience of working in an international environment comprising both military and civilian elements.
- Prior experience of the implementation of Human Resources applications, ideally in a lead role.
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Behavioural competencies:

- *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.

Language:

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.