



JOB DESCRIPTION

Post Details:

Post Title:	Information, Knowledge and Data Management Administrator	Location:	The Hague, Netherlands
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Organisation context:

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.

Organisational Element Statement of Functions:

The NATO Cyber Security Centre (NCSC) is responsible for planning and executing all lifecycle management activities for cyber security. In executing this responsibility, NCSC provides specialist cyber security-related services covering the spectrum of scientific, technical, acquisition, operations, maintenance, and sustainment support, throughout the lifecycle of NATO Communications and Information Systems (CIS). The NCSC enables secure conduct of the Alliance's operations and business in the context of NATO's C4ISR. The NCSC provides cyber security services and operational support to NCIA Agency customers and users, as well as to all other elements of the Agency; this includes all Business Areas, Programme Offices, CIS Support Units/Elements, and the Agency Ops centre. The NCSC is responsible for providing the broad spectrum of services in the following specialist security areas: Cyber Security, Cyber Defence, Defensive Cyberspace Operations and support to Allied operations and Missions (AOM). In executing its responsibilities, the NCSC provides lifecycle security risk management services for all NATO CIS. The NCSC leads in the development of the new capabilities and innovation in Cyber Security. The NCSC incorporates and provides specialist services to prevent, detect, respond to and recover from cyber security incidents. The NCSC is evolving to include aspects of mission assurance into its mission to ensure continued success of NATO operations.

Job role description:

The Information and Knowledge Management Administrator will support the implementation of information and knowledge sharing and collaboration either at the broader NCI Agency level or within the own Organizational Element.

The Information and Knowledge Management Administrator is responsible to provide day-to-day guidance and support to the staff members.

He/she will assure the execution of Information and Knowledge Management initiatives, policies and processes, within the Agency following the overall governance of NCI Agency Information, Knowledge and Data Management practices.

In this context, the Information, Knowledge and Data Management Administrator reports to the Branch Head and represents the branch in the areas of Process management, Information and Knowledge Management (IKM), Communication Management and the associated internal services available to NCSC personnel supporting such topics.

The post will:

- Deliver an internal service for internal and external communication, making use of a mix of technical services delivered by NCSC, NCI Agency and potentially outsourced service providers.
- Represent NCSC for any IKM matter at a higher level.
- Keep abreast of the technologies that support IKM, processes and communication management and engage on a regular basis with the all relevant stakeholders that can leverage such technologies for improving the services.

Duties and Responsibilities:

Information management:

- Contributes to the development of policy, standards and procedures for compliance with relevant legislation.
- Assesses and manages information-related risks.
- Reviews new change proposals and provides specialist advice on information and records management.
- Communicates the benefits and value of information, both internal and external that can be mined from business systems and elsewhere.
- Ensures implementation of information and records management policies and standard practice.

Data management:

- Devises and implements master data management processes for specific subsets of data.
- Assesses the integrity of data from multiple sources.
- Provides advice on the transformation of data from one format/medium to another.
- Maintains and implements information handling procedures.
- Enables the availability, integrity and searchability of information through the application of formal data and metadata structures and protection measures.

Knowledge management:

- Develops and implements knowledge management processes and behaviours.
- Provides advice, guidance, and support to help people to adopt and embed knowledge management.
- Contributes to the definition of policies, standards, and guidelines for knowledge management.
- Evaluates and selects knowledge management methods and tools.
- Promotes collaborative technologies, processes and behaviours to facilitate sharing of ideas and work-knowledge.
- Shares ideas and examples of existing practices.
- Implements knowledge management at programme, project and team level.

Records Management and Archiving:

- Defines the administration, access and preservation of corporate information.

- Communicates experience working with document scanning, imaging, conversion and indexing.
- Describes superior features of document imaging and management systems.
- Applies established procedures to ensure the integrity and security of personal and corporate records.
- Identifies major phases of the company's records management life cycle.

Additional duties for this post:

The position is directed by the Branch Head and is responsible for the day-to-day delivery of the internal services described above and for the overall implementation of the IKM governance within NCSC. Under the direction of the Branch Head, the incumbent will perform duties such as the following:

- Steer and follow the implementation of the IKM governance, notably through owning the secretariat of the NCSC IKM Steering Group.
- Adopt, adapt and potentially define the taxonomy to be used across NCSC for their Operational and IKM needs.
- With the available tools, identify the best means to achieve IKM and communication effectively.
- Deliver an end-to-end solution through an internal service to address the internal and external communication needs of NCSC.
- Manage, through an outsourced service provider, an internal service to offer note-taking, minutes, action identification and tracking for NCSC. This internal service will primarily support the NCSC key leadership and the Operational needs.
- Manage and maintain the list of internal and external stakeholders and their associated organization.
- Manage and maintain, on behalf of the respective owner, all NCSC processes, and their implementation in the different tools and capabilities.
- Engage, on a regular basis, with other branch heads and service owners to ensure the proposed services are aligned with their needs.
- Interact with the Service Delivery Managers of the different services, within and outside NCSC, to support your internal services.
- Manage the outsourced service contract(s) and the Operational Level Agreement (OLA) between your services and the other SDMs.
- Together with other I branch Service Delivery Managers and Team leads, support the Branch head in defining the vision and the steps to materialize it.
- Deputize for the INFORM Branch Head, 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 and 3 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 10 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- Broad Understanding in Information Management planning and execution in the field of Information and Communication Technologies (ICT) and Cyber Security.
- Proven experience in implementing information management from a data-centric perspective.
- Strong analytical and problem-solving skills, with the ability to make data-driven decisions.
- Proven experience in advanced usage of Information Management and Document Management tools, including in isolated environments.
- Excellent understanding of Information security and data protection principles.
- Proven experience in managing vendor and/or customers relationships.
- Proven experience in working in a high intensity, time-critical environment.
- Proven experience in delivering a service to customers.
- Experience in understanding data exchange formats (XML, JSON, etc.), Application Programming Interfaces (API) and bus technologies.
- Experience managing/leading small team, preferably in international environment
- Excellent communication, negotiation, and customer relationship management abilities.
- Working Knowledge of ITIL processes through whole service lifecycle.
- Understanding of IT Security principles

Education, Experience and Training (desirable):**Education:**

University Degree in the area of Management of Information and Digital Content.

Desirable Experience:

- Experience working in the IT field in technical roles such as system, network or application administrator.
- Experience working in the Cyber Security Field.
- Experience with Atlassian products like JIRA and Confluence from a content/process/information management perspective.
- Experience in Microsoft SharePoint.
- Experience in dashboard capabilities using Splunk Enterprise.
- Experience working in matrixed environment.
- Prior experience of working in an international environment comprising both military and civilian elements.
- Knowledge of NATO responsibilities and organization.

Behavioral competencies:

- 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.
- 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.

- Leading and Managing - Provides others with a clear direction; motivates and empowers others; attracts and develops staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.
- Adhering to Principles and Values - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.