



JOB DESCRIPTION

Post Details:

Post Title:	Configuration Manager	Organisational Element: CSO/ SMC
Military/Civilian:	Civilian	Location: The Hague, NLD

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:

The Life Cycle Configuration Management Section (LCCM) of the Service Management and Control (SMC) Branch supports the Agency in being accountable to the CSO to establish and maintains a lifecycle configuration management (CM) framework for all NCIA supported products and services to ensure consistency of product performance, functional and physical attributes with its requirements, design and operational information throughout its lifecycle. LCCM is the agency wide owner of the lifecycle CM processes and maintains the enterprise PLM application.

Job role description:

As a Configuration Manager, you will be responsible, under the functional leadership of Service Management and Control (SMC), for executing through life Configuration Management, including the support of an enterprise wide digital thread. This involves overseeing configuration management activities throughout the product/service lifecycle, ensuring that product information is accurate, controlled, and maintained, while also supporting the management of the digital thread to provide a comprehensive and traceable view of product/service information. You will support the development, implementation and execution of configuration management policies, standards, and procedures, and provide guidance to project teams on configuration management best practices. Additionally, you will be responsible for managing configuration audits and ensuring compliance with relevant regulations and standards.

Duties and Responsibilities:

Configuration management

- Proposes and agrees the configuration items (CIs) to be uniquely identified with naming conventions.
- Puts in place operational processes for secure configuration, classification and management of CIs, and for verifying and auditing configuration records.
- Develops, configures and maintains tools (including automation) to identify, track, log and maintain accurate, complete and current information.
- Reports on the status of configuration management.
- Identifies problems and issues and recommend corrective actions.

Service level management

- Monitors and logs the actual service provided, compared to that required by service level agreements.
- Liaises with stakeholders to help them plan for a deterioration in service and/or breaches of service level agreements.

Release and deployment

- Assesses and analyses release components for input to release scheduling.
- Maintains and administers tools and methods for software delivery, deployment and configuration.
- Maintains release processes and procedures.

Additional duties for this post:

Under supervision by H-LCCM, but largely on own initiative, the incumbent of this post will perform the following additional duties:

Configuration Management

- Maintaining the Configuration Management Systems (CMS);
- Working closely with NCIA functional and business areas to understand their specific requirements and provide tailored CM solutions;
- Implementing and maintaining automated configuration management tools and workflows to streamline and improve efficiency;
- Establishing and maintaining interfaces between business applications and the CMS;
- Establish and maintain reporting capabilities from the CM Systems;
- Co-ordinating the exchange of CM data between the NCIA Directorates, NATO and National organisations and industries;
- Performing configuration status accounting for assigned CIs and the associated configuration information;
- Providing technical leadership, coaching, mentoring and training on a regular basis to NCIA staff members in respect to CM processes and tools;
- Providing automated configuration management services to support functional and business areas, ensuring a seamless digital thread;

Others:

- Performing other duties as may be required.
- Deputise for higher grade staff, if required.

Education, Experience and Training (essential):

Education:

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

Experience:

- 2 years of practical experience across all the configuration management disciplines in a life cycle configuration management role.
- Strong technical understanding and experience working with various PLM and IT Service Management related tools and technology (like BMC Remedy ITSM Suite v9.1 and above).
- Practical experience with life cycle configuration management policy, processes and procedures.
- Experience with ITIL change and configuration management best practices.
- Practical experience with database development (primarily SQL on ORACLE platforms) and programming of respective web interfaces (primarily JAVA and .NET).

Training/Certifications:

Education, Experience and Training (desirable):

Experience:

Prior experience of working in an international environment comprising both military and civilian elements.

Knowledge of NATO responsibilities and organization, including ACO and ACT.

Knowledge of the application of configuration management for the complete system life cycle (from concept through in service support to decommissioning).

Experience with Product Lifecycle Management (preferably LASCOM PLM), system/software Configuration Management systems and Web Portals technologies (eg. SharePoint) and BPMN Workflow tools (e.g. Camunda).

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.