

JOB DESCRIPTION

Post Details:

Post Title:	Information, Knowledge and Data Management Analyst	Organisational Element:	NCSC
		Job Family:	Knowledge Management
Rank/Grade:	G12		
Military/Civilian:	Civilian	Location:	Brussels, (BE)

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 NATO Cyber Security Centre (NCSC) delivers full lifecycle cyber services to enable the secure execution of NATO's consultation, operations, and missions and enhance the Alliance's collective cyber defence.

As its principal provider of cyber services, the NCSC makes NATO more resilient to cyber threats, protecting and defending Communications and Information Systems (CIS) through centralized and round-the-clock services. The NCSC also leads the implementation of new cyber capabilities within NATO and supports other Business Areas in the implementation and delivery of cybersecurity projects and services. In addition to delivering services and managing projects, the NCSC also provides the technical hands-on-keyboard experts for the conduct of Defensive Cyber Operations (DCOs).

Core activities include, inter alia, technical design, guidelines development, accreditation support, cybersecurity capabilities management, vulnerability assessment and remediation support, operating the NATO Public Key Infrastructure, malicious activity detection, threat hunting, incident response, information sharing, TEMPEST zoning, management of cryptographic systems, penetration testing, purple and red teaming, and defensive cyber operations including maintaining a rapid reaction team. It also tracks research and pursues innovation in cyber.

The NCSC is the centre of technical expertise for cyber within the Alliance and leads information sharing and collaboration initiatives at the technical level within the Alliance and with external stakeholders.

The NCSC is part of the nucleus of the NATO Integrated Cyber Defence Centre (NICC).

Job role description:

The Information, Knowledge and Data Management analyst will play a critical role in supporting cyber operations through strategic information management, operational coordination, and stakeholder communications.

The Information, Knowledge and Data Management analyst is responsible to provide day-to-day guidance and communication support at the broader NCIA/NATO level or within the own Organizational Element during both routine operations and high-intensity cyber security incidents.

He/she will support the successful definition and development of the Information and Knowledge Management initiatives, policies and processes, under the direction of the head of the Communication and Information Management Assistance Team (CIMAT).

Duties and Responsibilities:**Information management:**

- Coordinates internal and externally sourced information resources to meet specific business objectives.
- Identifies the impact of statutory, internal or external regulations on the organisation's use of information and develops strategies for compliance.
- Ensures that the information required to support the organisation is defined, and devises information and records management processes.
- Develops organisational policies, standards, and guidelines for information and records management.
- Leads and plans activities to communicate and implement information management strategies and policies.

Data management:

- Devises and implements master data management processes.
- Derives data management structures and metadata to support consistency of information retrieval, combination, analysis, pattern recognition and interpretation, throughout the organisation.
- Plans effective data storage, sharing and publishing within the organisation.
- Independently validates external information from multiple sources.
- Assesses issues that might prevent the organisation from making maximum use of its information assets.
- Provides expert advice and guidance to enable the organisation to get maximum value from its data assets.

Knowledge management:

- Develops organisational policies, standards, and guidelines for knowledge management.
- Champions and leads in the development of an organisational knowledge management approach.
- Shares different approaches for knowledge sharing across communities of practice, business units, and networks.
- Promotes knowledge-sharing through operational business processes and systems.
- Monitors and evaluates knowledge-sharing initiatives.
- Manages reviews of the benefits and value of knowledge management.
- Identifies and recommends improvements.

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:

Cyber Operations Support:

- Provide high-level meeting support during critical cyber security operations and incidents, including:
 - Meeting organization, coordination, and facilitation;
 - Real-time minute taking and documentation;
 - Decision tracking and action item management;
 - Timely distribution of outcomes and communications to relevant stakeholders;
- Maintain situational awareness and ensure accurate information flow during high-pressure operational scenarios.
- Support rapid response coordination by managing communication channels and information distribution.
- Perform other duties as may be required.
- Deputise for higher grade staff, if required.

Education, Experience and Training (essential):

Education:

- Higher vocational training in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience.

Experience:

- Proven experience in cyber security with an understanding of cyber security operations and terminology.
- Proven experience in information management, knowledge management, or related fields.
- Thorough knowledge of tools for information management (Atlassian stack or SharePoint).
- Excellent written and verbal communication skills, including minute-taking and report writing.
- Experience in roles requiring taking initiative and a flexible approach allowing the incumbent to respond reliably and competently to changing requirements in a demanding environment.
- Experience in roles requiring excellent inter-personal skills and the ability to be responsive and sensitive to both external and internal customers and staff.

Education, Experience and Training (desirable):

Experience:

- Knowledge of NATO mandate and organizational structure.
- Experience working in a multi-national environment.

Training/Certifications:

- Information/ Cyber Security training.
- Advanced Microsoft Office suite training.
- SharePoint design, admin and/or management training.
- Knowledge, Information or Data Management training.
- Workflow automation training.
- Process Engineering training.

Behavioural 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.
- *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.
- *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.

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.

Travel:

Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;

May be required to undertake duty travel to operational sites and theatres inside and outside NATO boundaries.

Work Environment:

Normal office environment.