

Duty Location: **The Hague, NLD**

JOB DESCRIPTION
Senior Project Manager
Service Support & Business Applications
 Grade: **G-17**

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 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

This post is assigned to the Service Support and Business Applications Business Area (SSBA BA), with its Chief being accountable for planning and executing all lifecycle management activities (design; transition; operations) for all enabling (service support) and business application services (including subject matter expertise; research and development; software engineering acquisition; operations & maintenance; and, disposal) in the following C3 community of interest (COI) technical service areas: Logistics C2, Medical, Military Engineering, Human Resources; Finance; Acquisition; Business Process Management; Project Management; Business Intelligence; Information Management; Facility and Conference Management; Asset Management; and other Business Support Functions.

The Senior Project Manager will directly manage and oversee the initiation, execution and delivery of medium sized projects as assigned to them within the area of responsibility of the SSBA SL, within budget, schedule and scope (quality).

Duties:

Under the direction of the SSBA Business Area Chief, the incumbent will perform duties such as the following:

- Takes full responsibility for the definition, execution and satisfactory completion of medium-scale projects (typically with direct business impact and firm deadlines), including the identification, assessment and management of risks and issues related to the project;
- Ensures that realistic project plans are maintained and that there is regular and accurate communication to stakeholders, consistent with the methods in use (agile, waterfall, etc);
- Ensures Quality reviews occur on schedule and according to procedure;
- Ensures that project deliverables are completed within agreed cost, schedule and quality and are signed off, including management of any change requests using appropriate processes;
- Identify, plan, assign and manage resources in order to meet project milestones;
- Co-ordinate with Resource Managers to ensure availability of relevant SMEs;
- Takes responsibility for understanding customer requirements, collecting data, delivering analysis and problem resolution;
- Seeks to fully address customer needs, enhancing the capabilities and effectiveness of customer personnel, by ensuring that proposed solutions are properly understood and appropriately exploited;
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements;
- Identifies, evaluates and recommends options, implementing if required;
- Prepare and deliver briefings and presentations as needed;
- Allocates routine tasks and / or project work;
- Takes part in setting the quality and performance criteria;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Education and Experience:

- A minimum requirement of a Bachelor's degree at a nationally recognised / certified University in information systems, physics or electronics related scientific or engineering discipline, or other relevant scientific 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;
- Recognized PM qualifications / certifications, such as:
 - o PRINCE2 Practitioner / PMI PMP (or equivalent)
 - o Management of Risk (MoR)
 - o Agile (for PMs of software intensive projects).
- At least 3 years' experience in managing complex C4ISR projects
- Experience with project management techniques and toolsets, i.e. MS Project, ServiceNow etc;
- Experience as a Project Manager of Acquisition projects (less than 5 M Euro) and / or Non-acquisition projects (less than 1 M Euro) and / or Software intensive projects;
- Proven experience in supervising and managing middle sized project teams, (of up to 15 people) containing subject matter experts and / or specialist consultants.

Desirable Education and Experience:

- Experience in planning, design, system engineering and implementation of military or other C4ISR systems;
- Recognised Service Management qualifications / certifications, such as:
 - o ITIL Foundation (version 3 or 4)
 - o Other ITIL version 3 or ITIL4 qualifications.
- 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 NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

- 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.
- 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.
- 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.
- Achieving Personal Work Goals and Objectives - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.