



NATO UNCLASSIFIED

Duty Location: **Braine L'Alleud, BEL**

JOB DESCRIPTION
Service Delivery Manager (EBA)
Service Support & Business Applications
Grade: **G17**

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 Service Line (SSBA SL), with the Service Line Chief being accountable for planning and executing all lifecycle management activities (design, transition, operations) for all logistics 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 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 Service Delivery Manager (SDM), Enterprise Business Applications (EBA), is responsible for the day-to-day operation of the agencies EBA system, based upon Oracle E-Business Suite (EBS), including the tracking and management of incidents / problems, the deployment of new functionality into service and the overall performance / availability of EBA.

Duties:

Under the direction of the SSBA Head of Business Application Services (BAS) and the Oracle EBS Service Area Owner (SAO), the incumbent will perform duties such as the following:

- Service Management:
 - Responsible for the coordination of the daily operations and L2-L3 maintenance (O&M) of EBA, and delivery to NCI Agency, including planning of work execution in line with agreed priorities;
 - Ensure that EBA services are consistently delivered at a high level and in accordance with customer Service Level Agreements (SLAs);
 - Negotiate, with the EBS SAO, the internal SLA (iSLA);
 - Manage capacity and availability plans for the Service
 - Manage and execute Business Continuity Plans
 - Track service metrics, under the governance of Service Management and Control
 - Maintain realistic Service Delivery Plans, and communicate performance against these plans to stakeholders;
 - Negotiate and record agreements with other SDMs for the delivery of other underlying services, i.e. infrastructure services etc;
 - Coordinate resolution of EBA related incidents, problems, service requests and approved minor change requests as raised in ITSM, including release and deployment of patches, date-fixes etc;
 - Coordinate O&M hand-over / take-over from projects of accepted changes / new functionality;
 - Ensure compliance with agency and SSBA service related processes, providing recommendations for continuous improvement to the EBA SAO;

NATO UNCLASSIFIED

NATO UNCLASSIFIED

- Track and manage changes as managed under O&M, and ensure that they are completed within agreed cost, schedule and quality;
 - Promote the involvement of the EBA Support expertise in EBA related projects;
 - Manage and approve requisitions and purchase orders.
- Resource Management:
- Supervise the Oracle Functional and technical staff;
 - Maintain effective relationships with SDMs, customers, end-users and other stakeholders;
 - Identify, plan, assign and manage resources in order to meet service delivery requirements, assigning work as required;
 - Co-ordinating with other Resource Managers and SDMs within and outside SSBA to ensure availability of relevant SMEs;
 - Support Hd BAS and EBS SAO in recruiting contractor support.
- Prepare and deliver briefings and presentations as needed;
- Attend customer meetings and other service related meetings, including as requested by Hd BAS and EBS SAO;
- Deputize for Head BAS, EBS SAO and 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 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;
- At least 3 years' experience in managing the delivery of services within the Oracle EBS domain, covering:
 - Financials, including Project Accounting
 - Acquisition, including iSupplier and Sourcing
 - Human Resources
 - Asset Management.
- At least 3 years' experience in using the ITIL Service Management framework, preferably including recent knowledge of the ITIL4 Service Value Stream, Practices, Guiding Principles, Governance and Continual Improvement dimensions. Lack of ITIL4 can be compensated by extensive ITIL v3 experience;
- Experience in supervising and managing service delivery teams;
- Proven experience in supervising and managing service delivery teams containing functional and technical staff / consultants.

Desirable Education and Experience:

- Service Management qualifications, including:
 - ITIL Foundation (version 3 or 4)
 - Other advanced ITIL certification.
- Project Management qualifications, such as:
 - PRINCE2 Practitioner
 - PMI PMP (or equivalent).
- 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.

NATO UNCLASSIFIED

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.