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

JOB DESCRIPTION
Engineer (Application Support - Oracle EBS)
Service Support & Business Applications
Grade: **G15**

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), with the Chief SSBA 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 Applications Support Engineer (Oracle EBS) is the Functional SME for Financial aspects of the FinS system used by ACT, ACO and IMS; FinS is based upon the Oracle E-Business Suite (EBS) 12.2.nn. Tasks will include provision of Level 2 support to FinS users as well as assessment and resolution of incidents, problems, service requests and change requests.

Duties:

Under the direction of the SSBA FinS Service Delivery Manager (SDM) and the SSBA Oracle EBA Service Area Owner (SAO), in respect to Oracle EBS 12.2.nn, the incumbent will perform duties such as the following:
- Monitors incidents and problems as raised by users in the incident management system;
- Provides 2nd line functional support by investigating and resolving incidents and problems, and communicating solutions / advice to users;
- Reviews and improves business processes and functional setup of systems;
- Provides advice on requested changes and improvements based on best business practices;
- Analyses new or changed business and user requirements;
- Provides time and cost estimates for the implementation of new or changed requirements;
- Investigates, proposes and builds system solutions to resolve incidents, problems, user questions or change requests;
- Develops and / or reviews functional design documentation;
- Coordinates the request for change build, installation, test and deployment;
- Develops functional setup as a solution for new or changed business and user requirements;
- Ensures full lifecycle tests of requests for change before they are presented to the user for user acceptance testing. Coordinates the user acceptance tests with the system key users;
- Manages the deployment of release packages to the different FinS baseline installations in close collaboration with the key users;
- Prepare and deliver briefings and presentations as needed;
- Attend customer meetings and other service related meetings as requested by FinS SDM;
- Deputize for FinS SDM 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 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 NCI Agency, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post;
- At least 2 years' experience in providing support within the Oracle EBS 12.2.nn financial domain, covering as a minimum:
  - General Ledger
  - Accounts Receivable / Payable
  - Encumbrance Accounting etc.
- Experience with the financial reconciliation, consolidation and re-evaluation functions within Oracle EBS 12.2.nn;
- Experience with Oracle EBS 12.2.nn workflows covering payables, general ledger etc;
- Recent experience of working in a service delivery team.

Desirable Education and Experience:

- Knowledge of accounting procedures, including Project Accounting and Accrual Accounting;
- Service Management qualifications, i.e. ITIL Foundation (version 3 or 4), or other ITIL certification;
- Experience of IPSAS (International Public Sector Accounting Standards);
- Experience in other Oracle EBS 12.2.nn functional areas, such as:
  - Asset Management
  - Procurement
  - Human Resources etc.
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organisation, 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.