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

JOB DESCRIPTION

Senior Project Manager

NATO Infrastructure Service Centre

Grade: **G17**

This is a position within the NATO Communications and Information Agency (NCI Agency), 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.

The NATO Infrastructure Services Centre (NISC) Business Area Lead is accountable for planning and executing the full lifecycle management activities (design, transition and operations) for the identified area of responsibility. NISC provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology resources. NISC services (including subject matter expertise; engineering; acquisition; operations and maintenance; and, disposal), are provided in the following technical areas: web hosting and database platform, infrastructure storage and processing, infrastructure networking, composition and mediation, identity and access management services. Services, are provided throughout the lifecycle to both internal and external customers.

As a Senior Project Manager, the incumbent of this post will take full responsibility for the definition, approach, facilitation and satisfactory completion of IT projects (typically with direct business impact and firm deadlines).

Duties:

Under the direction of the Principal Project Manager (Lead PM) but largely on their own initiative, the incumbent will perform duties such as the following:

- Manage projects to ensure projects are delivered within agreed scope, time, cost and quality tolerances;
- Develop and maintain agreed project and resource plans and detailed stage plans in compliance with the NCIA's directives and project management best practices;
- Identify, plan, request and manage the deployment of resources to meet project milestones and initiate corrective actions when necessary;
- Take responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution;
- Develop of procurement strategy, benefit risk analysis, business case to secure sponsor acceptance and funding;
- Monitor and control project financial status and execute project managers duties in Agency defined Procure to Pay process;
- Execute the necessary Quality Assurance functions essential to the successful delivery of capability and services;
- Support reporting and communications with the Service Centre and NCIA's senior leadership, in order to ensure projects are monitored and controlled across all management levels;

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- Manage internal and external stakeholder groups and build networks to gain support to deliver projects successfully;
- Deputise for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- A Minimum requirement of a Bachelor's degree, at a nationally recognized /certified University in a related discipline, and 3 years post-related experience;
- Or exceptionally, the lack of a 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;
- A formal project management qualification such as PRINCE 2 or PMI PMP;
- Recent experience (at least five years) and knowledge in the successful project management of ICT projects for a large, preferably international, organization;
- Experience in managing projects in some of the following fields:
 - o Private and/or public cloud infrastructure deployment, user and application migration projects (IaaS, PaaS, SaaS);
 - o Communication and Information Systems (CIS) network design, switched multimedia networks;
- Knowledge and experience in state-of-the-art technologies, relevant to the work and familiarity with related international / commercial / industrial standards;
- Proactive attitude in seeking and maintaining trust from stakeholders.

Desirable Experience and Education:

- Extensive experience with Project Management Tools;
- Experience and certification in Agile Project Management (Agile PM, Scrum);
- Experience and certification in Service Management (i.e. ITIL V3 or V4);
- Experience in supplier management, negotiations, conflict resolution and contract management;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge and experience with NATO's procurement process for ICT projects;
- Experience in large IT infrastructure (data centers, networking, security, end user devices) implementation projects;
- Experience in communicating with senior management and large groups (briefings, written and oral presentations).
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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
- 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.
- 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.

- 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 humor appropriately to bring warmth to relationship with others.