Duty Location: **Brussels, BEL**

JOB DESCRIPTION

Senior IPS Officer

Office of Acquisition

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.

The Office of the Chief of Acquisition provides the full range of acquisition expertise and activities which support the planning, implementation and maintenance of the required capability to support the Agency's strategic goals and missions. These functions include Contracting, and Acquisition Lifecycle, the latter including Integrated Product Support and Cost Estimating and Analysis. The Office controls all procurement activities to ensure proper risk management and protects the legal and financial liabilities of the Agency and implements best practices relating to all acquisition activities, including Lifecycle Acquisition.

The Office of the Chief of Acquisition ensures impartial, unbiased, timely and accurate execution of all actions performed and develops, implements and monitors the use of NCI Agency acquisition policy and procedures. It conducts all source selection activities of the NCI Agency as well as establishes, administers and effectively communicates Agency policies and practices, documents and actions necessary to implement the Agency's acquisitions.

To support Agency's Strategic Goal of pursuing excellence in delivery, the Acquisition Office (ACQ) and Chief Operating Office (COO) established a Joint Center of Expertise (JCoE). The JCoE is in charge to develop and standardize acquisition templates (solicitation and contract), across the Agency, ensure the consistency of implementing NATO's policies and regulations on Acquisition, train Agency's staff on solicitation package development and Project Evaluation Board (PEB) Chair responsibilities, improve the source selection process to evaluate Bidders' proposal, and act in a centralized PEB Chair role for complex source selections.

Duties:

Under the direction of the Head of IPS, the staff member will be involved in all life cycle stages of C4ISR systems and services, i.e. project initiation, bid solicitation, implementation, in-service, and disposal. As such, the incumbent will perform the majority of the work as a member of an Integrated Project Team and support the Project Managers and Service Delivery Managers within the appropriate Business Areas.

Technical Writing/Documentation

- Implements technical documentation standards, guidelines and best practices.
- Prepares written text and layout of materials according to required outlines and specifications.
- Completes and maintains technical reference documents.
- Uses the major features, functions and facilities of an automated documentation tool.
- Coordinates and constantly updates system operations, installations, service manuals, and help documents.

Reliability Engineering

- Assesses hardware product reliability following established processes and procedures; generates regular reports on reliability results.
- Researches reasons for product failures to help with product redesign or enhancement.
- Participates in the review of product design to ensure reliability standards are met.
- Maintains an appropriate level of reliability for a particular hardware product.
- Organizes variable data used for reliability metrics; assists in the analysis of data.

Logistics Management

- Uses tools, with guidance, to forecast delivery times, determine costs and assess performance.
- Works with logistics in a domestic environment.
- Maintains records of all shipments and invoices using an established system.
- Assists in the development of process flows to track lead time by activity.
- Participates in integrating logistics processes and developing effective networks.

Supportability Engineering

- Monitors the operation of supportability engineering processes and procedures
- Advises others on the selection of tools and approaches for ensuring the supportability of products
- Develops performance detractors and criteria to assess and recommend product supportability improvements.
- Manages supportability improvement projects and defines success criteria.
- Analyses and optimizes processes to improve product supportability
- Consults on the implementation of methods and techniques in supportability engineering.

Additional specific responsibilities for this post:
- To assist in procurement-related activities such as development of Project Proposals and Statements of Work, bid evaluations, Contractor Deliveries review in the area of IPS.
- To assist in the development and management of in-service support contracts, such as CLS- and PBL-contracts.
- To apply the Integrated Logistic Support (ILS) methodology and Supportability Engineering processes to the design of a system under procurement, and to the design of a support solution for the system under procurement, as well as to fielded, operational systems and their support solutions.
- To prepare Integrated Product Support Plans and assist in accomplishing a successful transition of completed projects to the follow-on operation and support authorities as appropriate;
- To prepare Integrated Product Support Plans and assist in accomplishing a successful transition of completed projects to the follow-on operation and support authorities as appropriate;
- To ensure that test and acceptance plans for implementation projects do include appropriate measures for ensuring that supportability requirements are met;
- To identify, classify and specify configuration items (CIs) and their inter-relationships. Control changes to the configuration and maintain the integrity and traceability of the configuration throughout the project, system and/or service life cycle.
- To contribute to the development of IPS policies, procedures and requirements.
- To perform other duties, as assigned by the Head of IPS, appropriate to the incumbent's qualifications and experience, to accomplish the tasks assigned to the AgencyDeputize for higher grade staff, if required;
- Perform other duties as may be required.

Experience and Education:

- 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.
- Training in IPS methodology and proficient in the use of supportability engineering related standards and tools.
- Proven ability to communicate effectively both, orally and in writing with good briefing skills.

Desirable Experience and Education:

- Bachelor's degree in supportability/logistics engineering
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization especially in regard to IPS for C4ISR capabilities.
- Experience in safety engineering during all lifecycle phases of safety-related systems developments. These include safety hazard and risk analysis, safety requirements specification, safety-related system architectural design, formal method design, safety validation and verification, and safety case preparation.
- Experience in asset management.

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:

- Applying Expertise and Technology - Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
- Delivering Results and Meet 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;
- 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;
- 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.