



JOB DESCRIPTION

Post Details:

Post Title:	Service Level Manager	Organisational Element:	CSU MONS
Rank/Grade:	G15	Profession:	Service Management
		Location:	Mons, BEL

Organisation context:

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.

Organisational Element Statement of Functions:

DCSU is responsible to manage, deliver and maintain assigned Communication and Information System (CIS) products and services for the NCI Agency's customers including NATO Headquarters (NHQ), NATO Command Structure (NCS), NATO Force Structure (NFS), NATO member Nations and internal Agency users. DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises.

This position is within the Customer Relationship Management Section of the Service Management Branch of the CIS Support Unit (CSU) of Mons. CSU Mons is accountable to the Chief Operating Officer (COO) and the Chief Service Operations (CSO) for providing 'Day-to-Day' provision of services as the Service Management Authority (SMA) for two service level Agreements and is authorized to oversee the provision and delivery of services, also to coordinate, monitor, report and control service performance under those Agreement.

Job role description:

The Service Level Manager (SLM) negotiates service levels and key performance indicators for IT services representing the Agency as an IT Provider. She/he ensures the customer business requirements are met as defined in Service Level Agreements (SLAs) and provisioned service quality has continually improved. She/he makes sure the inclusion of manageable and mutually agreed service commitments in SLAs and other contracts against which NCIA's customers can monitor performance. On the provider side, she/he ensures that the various IT support teams understand the customer requirements to deliver effective services as committed. This role includes activities from negotiations through monitoring and control of service quality and provision levels. She/he uses SLM authority to ensure comprehensive reports, including valuable insights that lead informed decisions.

The incumbent will also be required to act as Service Delivery Manager (SDM). The SDM is responsible for the day-to-day operations of the services and ensures the smooth delivery of IT services to customers and end-users. Service Delivery Manager acts as the bridge between operational teams, customers, and other stakeholders, ensuring services meet or exceed expectations.

Duties and Responsibilities:**Continuity management**

- Contributes to the development of continuity management plans.
- Identifies information and communication systems that support critical business processes.
- Coordinates the business impact analysis and the assessment of risks.
- Coordinates the planning, designing, and testing of contingency plans.

Risk management

- Undertakes basic risk management activities.
- Maintains documentation of risks, threats, vulnerabilities and mitigation actions.

Service level management

- Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information.
- Analyses service delivery performance to identify actions required to maintain or improve levels of service.
- Initiates and reports on actions to maintain or improve levels of service.

Availability management

- Analyses service and component availability, reliability, maintainability and serviceability.
- Contributes to the availability management process and its operation.
- Performs defined availability management tasks.
- Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels.
- Implements arrangements for disaster recovery and documents recovery procedures.
- Conducts testing of recovery procedures.

Capacity management

- Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.
- Applies techniques to control the demand upon a particular resource or service.

- Contributes to capacity modelling and planning.
- Supports the design of service component capacity.

Contract management

- Sources and collects contract performance data (such as pricing and supply chain costs), and monitors performance against key performance indicators.
- Monitors progress against business objectives specified in the business case.
- Proactively manages risk and reward mechanisms in the contract.
- Identifies and reports under-performance and develops opportunities for improvement.
- Monitors compliance with terms and conditions and takes appropriate steps to address non-compliance.
- Identifies where change is required, and plans for variations.
- Ensures, in consultation with stakeholders, that change management protocols are implemented.

Customer service support

- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.
- Contributes to creation of support documentation.

Additional duties for this post:

As Service Delivery Manager:

Consultancy

- Takes responsibility for elements of a larger consulting engagement.
- Collaborates with clients as part of formal or informal consultancy engagements.
- Understands client requirements by collecting data and delivering analysis.
- Works collaboratively to develop and implement solutions.
- Seeks to address client needs within the defined scope of responsibility.
- Ensures that proposed solutions are properly understood and appropriately exploited.

Project management

- Defines, documents and executes small projects or sub-projects.
- Works alone or with a small team actively participating in all phases of the project.
- Applies appropriate project management methods and tools.
- Identifies, assesses and manages risks effectively.
- Agrees project approach with stakeholders and prepares realistic project plans (including scope, schedule, quality, risk and communication plans).
- Tracks activities against the project schedule, managing stakeholder involvement as appropriate.

- Monitors costs, times, quality and resources used takes action where these exceed agreed tolerances.

Incident management

- Provides first line investigation and gathers information to enable incident resolution and allocate incidents.
- Advises relevant persons of actions taken.

Problem management

- Investigates problems in systems, processes and services.
- Assists with the implementation of agreed remedies and preventative measures.

Service acceptance

- Engages with delivery teams to confirm that products developed meet the service acceptance criteria and are to the required standard.
- Provides input into change control processes.

Stakeholder relationship management

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plan.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

Deputize for higher grade staff;

Performs other duties as may be required.

Education, Experience and Training (essential):

Education:

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.

Experience:

2 years' experience working in a Service Management environment.

Demonstrable experience of having designed and implemented significant productivity customer satisfaction improvements.

Solid working knowledge of Service Level Management ideally with experience of implementing or at least executing corporate wide SLM process.

Experience of both the introduction of new Service Level Management process ability to deliver the key Outputs (SLA/OLA Documents), Reports and Service Improvement Plans.

Proven 2 years experience as a Service Delivery Manager, IT Service Manager, or similar role, specifically in managing business application services.

In-depth knowledge of business application technologies, platforms, and IT service management best practices.

Proficiency in incident and problem management methodologies.
Experience in service level management and continuous service improvement.
Familiarity with ITIL or other IT service management frameworks.
Proven experience in managing vendor relationships.
Excellent communication, negotiation, and customer relationship management abilities.
Strong analytical and problem-solving skills, with the ability to make data-driven decisions.

Education, Experience and Training (desirable):

Experience:

Prior experience of working in an international environment comprising both military and civilian elements;
Knowledge of NATO responsibilities and organization, including ACO and ACT.

Training/Certifications:

Lean Six Sigma (Operational Excellence), PMI or equivalent, Chartered Management;
ITIL v4 Foundation.

Behavioural competencies:

- *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.
- *Creating and Innovating* - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems
- *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.
- *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

Language:

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.