

Duty Location: **The Hague, NLD**

JOB DESCRIPTION

Principal Operations Specialist

Joint Intelligence, Surveillance and Reconnaissance

Grade: **G20**

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 Joint Intelligence, Surveillance and Reconnaissance (JISR) Centre within the Agency, where the responsibility rests for accomplishing the full life cycle of assigned JISR services. NCI Agency operations are underscored by the organization's core values and vision to be an essential, one-team contributor to NATO success. The Agency is an innovative and trusted Alliance partner and achieves its short- and long-term goals and objectives through the application of strategy-focused organizational principles, to which this post is directly linked.

This position is the Operations and Support Services Branch (OSSB) Head working under the direction of Chief JISR Centre Business Area. OSSB is involved in operational support to Joint ISR and Battle Management Command and Control (BMC2) activities for the NATO Airborne Early Warning & Control E-3A Force, the NATO ISR Force (formerly NATO Allied Ground Surveillance Force) and the Allied Future Surveillance and Control (AFSC) program. The individual filling this position will lead the Branch team and oversee the OSSB portfolio and management of the OSSB staff resources. This includes supervision of project management activities supporting NATO AEW&C Programme Management Agency (NAPMA) for the NE-3A Final Lifetime Extension Programme (FLEP) program and the NATO Support and Procurement Agency (NSPA) for the Alliance Future Surveillance and Control (AFSC) programmes, the ACT JISR programme of work, and the Alliance Persistent Surveillance from Space (APSS) JISR projects.

Duties:

Leadership and Branch Management:

- Leads the OSSB to manage resources, portfolios, and provide team leadership;
- Leads staff using performance management process, providing effective performance feedback to meet the organization's expectations for productivity, quality, and goal accomplishment;
- Manages and supervises individuals and teams within the OSSB and JISR Centre providing technical and operational contributions to the conception, development and execution of JISR related projects;
- Takes responsibility for the management of the OSSB portfolio and projects including planning and management of project tasks and resources in accordance with Agency directives and guidelines;
- Acts as the OSSB senior operations expert supporting NATO's JISR initiatives and capabilities.

JISR Capability Development and Innovation:

- Develops and manages NATO JISR stakeholder relations and expectations, specifically within the NATO Command Structure, NATO Airborne Early Warning (NAEW), NATO ISR Force, Alliance Future Surveillance & Control (AFSC) host nation, Alliance Persistent Surveillance from Space (APSS) user community, NATO HQ and other NATO agencies;
- Manages and cultivate liaisons with the NATO user community to collaborate and understand their technical and operational requirements and facilitate further requirements analysis, innovation, and capability development;
- Oversees the teams that plan, manage, and conduct trials and exercises in support of the operational and technical development of Joint ISR capabilities, including interoperability, innovation, integration, and doctrine.

Portfolio management:

- Leads the portfolio of programmes, projects, and/or on-going service provision;
- Engages and influences managers to ensure the portfolio will deliver the agreed business objectives;
- Plans, schedules, monitors and reports on activities related to the portfolio to ensure that each part of the portfolio contributes to the overall achievement of the portfolio;
- Collects, summarises and reports on portfolio Key Performance Indicators (KPIs) often through the deployment of business management processes and systems;
- Identifies issues with portfolio structure, cost, risk, inter-dependencies, impact on current business activities and the strategic benefits to be realised;
- Notifies projects/programmes/change initiatives of issues and recommends and monitors corrective action;
- Reports on portfolio status as appropriate.

Others:

- Deputises for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- A Master's degree, at a nationally recognized/certified University, preferably in an information systems, physics or electronics related scientific or engineering discipline, or other relevant scientific discipline and 5 years post-related experience; Or a Bachelor's with 8 years post-related experience;
- Strong domain knowledge with operational experience in Joint Intelligence, Surveillance and Reconnaissance, Command and Control, including systems, operations, organization, processes and interoperability;
- At least 5 years experience in management of complex C4ISR projects for a large organization including planning, design, implementation, innovation adaptation, testing and operation of military C2 and ISR systems in a technical or management role;
- Strong knowledge of C2 and ISR platforms and sensors with a focus on airborne surveillance and control capabilities and their employment;
- Proven ability to communicate effectively orally, using tact and diplomacy, and in writing with good presentation skills;
- Experience in managing diverse and dispersed teams of technical and operational experts and military users;

- Experience in communicating with senior management and large groups utilizing highly proficient communication skills (briefings, written and oral presentations).

Desirable Experience and Education:

- Recent experience in the following fields:
 - Requirements development and analysis related to C2 and ISR capabilities;
 - Organizing and supporting military trials and exercises;
 - ISR related NATO Standardisation Agreements (STANAGs) and relevant industrial standards;
 - Development or employment of operational and system architectures;
- Knowledge of NATO responsibilities and organization to include, Allied Command Operations, Allied Command Transformation, subordinate commands, NATO AEW&C Force and NATO AGS Force;
- Knowledge of NATO operations, NATO JISR implementation, and NATO-owned or national C2 and ISR platforms;
- Technical, operational and programmatic knowledge of NATO AEW&C and NATO AGS capabilities;
- Experience in working in an international environment comprising both military and civilian elements.

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:

- *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.
- *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.
- *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.
- *Adhering to Principles and Values* - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- *Leading and managing*- Provides others with clear directions; motivates and empowers others; attracts and develops staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.