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Duty Location: **The Hague, NLD**

JOB DESCRIPTION

Information, Knowledge and Data Management Administrator

Air Command and Control Centre

Grade: **G 12**

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 AirC2 Centre (AirC2C) delivers planning, development, procurement, implementation and In-Service Support of NATO authorised AirC2 capabilities across the Alliance and bilaterally in the European Nations of the Alliance, satisfying the operational requirements, assuring the coherence, integrity and interoperability of the involved NATO and national systems and sub-systems. In doing so, the AirC2 Centre contributes to NATO's Integrated Air and Missile Defence operations and continuously evolves NATO authorised systems and services to empower seamless, resilient and adaptable NATO operations in a multi domain environment.

Duties:

Under the direction of the Lead of the Functional Group, the incumbent will perform duties such as the following:

Data Management Services

- Provide data management and coordination services to all on-going AirC2 projects;
- Provide a consolidated status of all Project deliverables as per contracted Statement of Work (i.e. Contract Data Requirements List items, contract line items etc.);
- Ensure availability and functionality of Coordination Tools to project teams;
- Control the access permissions to the different Project shared folders and SharePoint sites; ensure seamless project data flow; monitor access to sensitive data (industrial in confidence) due to proprietary information and national export control regulations. Refer to the "Head Integrated Knowledge and Data Management", for clarification as required;
- Provide project teams with regular updates (via tools, spreadsheets or dashboards) on the status of project deliverables received, and keep the data management tool updated at the end of review cycle;
- Ensure contractual deliverables and related project data items are registered and processed in relevant management tool, while facilitating and coordinating the review by the team members;
- Prepare and coordinate official letters with consolidated comments and review report for final approval, signature and dispatch to the contractor and other external stakeholders as required;
- Inform AirC2C staff on the appropriate use of data management processes, tools and procedures, as required.

Correspondence services

- For assigned projects, handle all incoming and outgoing correspondence between AirC2C, the Nations and contractors/industry while monitoring official project communication;

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- Support the triage process of official incoming and outgoing correspondence for AIRC2C, by using internal Data Management system or Databases, and distributing to relevant Subject Matter Experts (SMEs), community of interest (COI) and management team in support of decision making process.;
- Support management team, in the coordination and control of internal action items to be taken, monitoring suspense dates and updating relevant databases or SharePoint portals accordingly;
- Notify project managers, Functional Group or Service Area Leads, and assigned SMEs of the action(s) to perform and ensure that responses are provided by the agreed suspense date;
- Coordinate the receipt or creation of electronic media in support of assigned AirC2 projects, (obtain reference numbers, create labels and receipt forms) and manage the distribution of related project, contractual or classified media with internal & external stakeholders (including Nations & contractors).

Collaborative online platform and website services

- Supervise activities related to administration and management of AirC2C collaborative online platforms and website(s) for projects;
- Coordinate the implementation of SharePoint improvements for the life-cycle of Project Data, ensuring consistency and quality of project data and information;
- Control and manage access to SharePoint sites, related content and administer website resources; (i.e: SharePoint Libraries and Lists) applying need-to-know principle on sensitive information sharing;
- As required, provide guidance to staff members on online platform and website content and structure;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience.
- Working experience with Information and Content Management and Collaboration practices;
- Understanding of modern information and knowledge sharing practices;
- Understanding of work-flow management;
- Extensive knowledge and experience (3 years minimum) in the use of Microsoft office automation packages (Word, Excel, PowerPoint and database applications).

Desirable Experience and Education:

- Prior experience of working in an international environment comprising both military and civilian elements;
- Advanced experience with SharePoint site administration and Databases
- Knowledge of NATO responsibilities and organization, including Allied Command Operations (ACO) and Allied Command Transformation (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:

- 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.
- 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.
- 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