

STAFF ASSISTANT (CHANGE COORDINATION)

Post Number: IJC SISISA 0060

Application Closing Date: 08 Mar 2013

International Security Assistance Force (ISAF)
Location: Kabul International Airport (KAIA), Afghanistan
Post - International Civilian Consultant (ICC) Grade - IB

** Only nationals of [NATO member countries and ISAF Troop Contributing Nations](#) are eligible to apply for this post **

Post Description:

Headquarters International Joint Command (HQ IJC) is responsible together with Afghan National Security Forces (ANSF) for neutralizing the insurgency in specified areas in order to protect the Afghan people and provide a secure environment. Deputy Chief of Staff Operations (DCOS Ops) Support is responsible for planning and execution of the Combat Support and Combat Service Support. DCOS Ops Support is responsible for oversight of the execution of Combat Support functions. Sector ISAF is responsible for providing single Enterprise Service Management to the ISAF Area of Operation (AOO). Sector ISAF Command Staff Group (SISCSG) – is responsible for delivering a Coalition, Command, Control, Communication, Computers, Intelligence Surveillance and Reconnaissance (C5ISR) service to support operational requirements. Squadron KAF (SISKAF) is responsible for the delivery of CIS Services in the KAF Headquarters under Sector ISAF direction. The incumbent is responsible for executing the daily activities that ensure all Afghanistan Mission Network (AMN) changes are assessed and ready for approval/rejection by the Change Manager.

Principle Duties:

Ensure that all change requests are recorded and classified according to operational urgency and risk.

Develop work orders for the evaluation and assessment of changes.

Develop change back-out plans.

Perform non-functional validation of change requests.

Maintain schedule for change evaluations.

Produce letters, emails and other information that is required to maintain effective communication with submitters, end-users and evaluation stakeholders.

Monitor customer satisfaction and remedy by reassigning priorities as required.

Regularly monitor change records to ensure the integrity of the change management component of the CMDB.

In conjunction with CSI, assess change records and evaluation results to determine trends and perform root cause analysis.

Additional Duties:

May be requested to perform additional duties as required by the Sector Commander

Essential Qualifications:

Professional/Experience:

Experienced Service Desk Manager at Expert level with a deep understanding of Service Desk, Incident Management, Change Coordination in large organisations that are geographically diverse and a multi-cultural environment.

Very good understanding of Change Management and Release and Deployment Management.

Information Technology Infrastructure Library (ITIL) Service Operation/lifecycle qualified.

Education/Training:

High School education with vocational training in related field

NON SENSITIVE INFORMATION RELEASABLE TO THE PUBLIC

Language:

English: Good level of written and spoken language skills.

Standard Automated Data Processing (ADP) Knowledge: Working Knowledge

Desirable Qualifications:

Professional/Experience:

Project management experienced.

Bachelor degree or equivalent experience in an IT/Communication Information Systems (CIS) role in a multinational environment.

Education/Training:

PRINCE2 qualified

Analytic mind-set with attention to detail

Quality documentation and report writing ability

Personal Attributes:

Capable of working harmoniously in a multi-national environment, while representing and projecting the needs of the Customer and Sector ISAF as a whole in a firm but diplomatic manner. The post holder must be capable of organizing work priorities, be a competent communicator both orally and written, and at least understand and comprehend lateral thinking.

Managerial Responsibilities:

Supervises the Deployable Operations Baseline position.

Professional Contacts:

The post holder must be able to liaise effectively, both internally and externally, with military and civilian personnel at all levels. Contacts require explanation, discussion, recommendations and approval of action. Contacts include staffs from IJC CJ6 office, ISAF HQ CJ6, Kandahar Airfield CJ6, RC's and personnel from NCIA SMD, and NCIA Sectors. Excellent interpersonal skills are required.

Contribution to Objectives:

The work involves the analysis and research of a complete task with recommendations affecting the plans and management of Sector ISAF and CJ6 objectives to maximize efficiency and achieve the minimum outages required to effectively carry out the mission. The work of the incumbent impacts both directly and indirectly to the work and objectives of the organization.

Work Environment:

The work is normally performed in an office environment within an active theatre. Hazardous Working Conditions apply. The risk of injury is categorised as: Medium

Applications should be sent to vacancies@hq.isaf.nato.int

Additional Remarks:

Only applications from candidates meeting essential requirements will be taken into consideration. The successful applicant is required to be proactive in fulfilling the pre-employment conditions. This includes medical examinations and security clearance certificates. Applicant must be able to obtain or to be issued a North Atlantic Treaty Organisation recognized national Secret Security Clearance certificate. An initial 12 month contract will be offered and contract extensions may be possible. Because of the dynamic environment, ISAF posts are under regular review and therefore post details and responsibilities, including contract duration and contractual grade may change during the contractual period.

Benefit Package:

Monthly salary of € 4,787.00 (Tax free in the host country).

Daily Allowance of € 82.93 while working in Afghanistan.

Installation allowance equal to one-month salary (50% to be reimbursed if not completing two consecutive years of service).

Free accommodation.

Meals of good quality available to purchase.

Laundry service at nominal charge.

Two days of annual leave per month.

Start of Tour & End of Tour paid transportation.

7 days "Leave from Theatre" plus reimbursement of ticket - up to € 1.000 for every 6 months spent in the theatre.

Medical Insurance, small fee charged.

24/7 Death and Disability coverage.

If interested, please apply in accordance with the General Information for applicants provided through the following link:

http://www.isaf.nato.int/images/stories/File/General_Information_ApplicantsCH1.pdf