Duty Location: **Mons, Belgium**

VACANCY NOTICE

Software Engineer (2 posts)

Grade: **A2**

Reference Number: **A01(2013)(MON)**

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO);

The NCIA has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

Operation and In-Service Management Division is responsible for managing, planning and providing system support and integrated engineering support for all NCIA CIS systems. Provides the Enterprise support element and technical management capabilities to build toward data centres and support centres and is responsible to manage a centralized management infrastructure for NCIA assigned CIS to include the coordinate of future CIS infrastructure implementation projects. Manages, operates, administrates, maintains and adapts centrally managed CIS infrastructures for NCHQ and Enterprise requirements to include all levels of fault management and the provision of technical support. Responsible for maintaining the enterprise management tools by performing necessary updates to keep in line with the changes and updates to the managed infrastructure and for the development of tools and capabilities to enable monitoring, management and updating of all centrally managed systems. Implements and manages a unified Local and Central Service desk capabilities and performs necessary updates and upgrades to adapt to the evolving business processes and procedure. Develops, adapts and maintains tools to collect performance and availability data for enterprise managers and system administrators. Within the Enterprise Management Services Section the incumbent is responsible for the provision of system support activities and services for sustaining operations and maintenance of the assigned CIS and in particular development and deployment of tools and capabilities required for centrally managing multiple Enterprise/Forest environments.

Duties:

Under the direction of Section Head (Management Services)**,** the incumbent will perform duties such as the following:

-   Is responsible for software applications related to configuration, change and patch management tools and capabilities of assigned NATO AIS Enterprise forest.

-   Performs the analysis, design, implementation and maintenance of authorised software changes, related to Enterprise Management tools, structures and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security.

-   Provides expeditious support services (including technical help desk and emergency on-site assistance) to ensure key information systems remain operational.

-   Assists in the maintenance of the operational and support environments for the software of all assigned systems.

-   Participates in reviews, walk-throughs and audits.

-   Originates corrective, adaptive and perfecting software changes to resolve system problems on supported NATO/ACE information and communications systems which process highly sensitive data and must be operational 24 hours a day

-   Contributes to Configuration Control Board Working Groups (CCB WG).

-   The employee may be required to perform a similar range of duties elsewhere within the organisation at the same grade without there being any change to the contract.

-   Performs other duties as may be required.

Experience and Education:

- A university degree in a relevant discipline, or equivalent combination of appropriate qualifications and experience.
- At least 2 years' experience, including experience in:
    - Design, development, implementation, testing and maintenance of configuration and change management toolsets.
    - All Lifecycle aspects of Information Systems to achieve effective system development and deployment.
- Proven capability of converting evolving operational requirements into Information Systems requirements.
- Technical knowledge and experience in distributed Information Systems as they are applied to the modern management information and Command and Control Information Systems.
- Knowledge of architectural design as applied to computer systems.
- Extensive knowledge of System Analysis principles to direct and guide Information Systems development.
- Working knowledge of MS Office suite and advanced knowledge of eMail Clients/Web Browsers

Desirable Experience and Education:

- Advanced/Graduate degree in a field related to the function of the post.
- Experience in software engineering related to configuration, change, event and patch management systems used by NATO.
- Sound knowledge of the current NATO configuration management systems with at least three years as an Administrator. (Note: Current in use is MS SCCM).
- Practical experience in implementation, support and maintenance of NATO AIS event management systems (Note: Current in use is MS SCOM).
- Sound practical experience in support and maintenance of operating environment for patch management systems in NATO environment.
- Practical experience in automated tools used for monitoring and updating software based distributed information systems using central management.
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and 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:

- Peer Relationships – Can quickly find common ground and solve problems for the good of all; can represent his/her own interested and yet be fair to other groups; can solve problems with peers with a minimum noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers;
- Decision Quality - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- Interpersonal Savvy - Relates well to all kinds of people—up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even hightension situations comfortably.
- Problem Solving - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- Customer Focus - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts

with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Travel:

- The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and without NATO boundaries. Such operational deployment may exceed 30 days duration up to 183 days in any period of 547 days, and may be on short notice. For NATO International Civilian Staff, acceptance of an employment contract linked to this post constitutes agreement to deploy in excess of 30 days if required.

- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;

Professional Contacts:

- Frequent internal and external coordination with operational staff from other SHAPE divisions and branches, Subordinate ACE Headquarters and operational units (OR7-OF3 level), concerning the resolution of system problems and communications issues and provides technical guidance.

Supervisory/Guidance Duties:

- Occasionally directs the activities of the staff involved in major maintenance and training tasks.

Working Environment: Normal office environment.

- Slightly Undesirable Conditions apply. The risk of injury is categorized as: No Risk

Security Clearance Level: NATO Secret

Starting Salary and Contract Offer:

- Starting basic monthly salary is 4,860.48 Euro and is exempt from income tax. Additional allowances may apply depending on the personal circumstances of the successful candidate.

- This post is offered for an initial period of 3 years, which may be renewed for subsequent periods, subject to satisfactory performance and the need to rotate skills and talent within the Agency. Serving civilian members of NATO will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

How to apply:

To apply for this position, **you must complete an application form** (quoting reference "A01(2013)(MON)") and send it to recruitment@ncia.nato.int by close of business:

Monday, 25 February 2013

It is intended that the interviews will take place in the week of 8 April 2013.

- Candidates who are serving civilian members of NATO are requested to mention their telephone extension in their applications. Applications from serving civilian members of NATO should be made through the candidate's Head of Service, or through the Human Resources/Personnel Section of the NATO Body, whichever is appropriate.

- Applications from candidates who do not meet the required qualifications will not be taken into consideration.
- Please note that curriculum vitae will not be accepted, unless accompanied by a completed application form and post requirements form. Applications not submitted on the NATO application form will not be taken into consideration.   NATO CI Agency application forms can be downloaded from the internet at http://www.ncia.nato.int/Opportunities/Pages/Vacancies.aspx