

Duty Location: **Mons, Belgium****VACANCY NOTICE****Engineer (Software)**Grade: **A2**Reference Number: **A12(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.

System Management Division (SMD) is responsible for managing, planning and providing system support and integrated engineering support for all NCIA CIS systems. Mission Dedicated Systems Branch is responsible to Head System Management Division for managing the life cycle system support and integrated engineering support for the Communication and Information Systems (CIS) and networks and other standalone systems assigned to the Mission Dedicated Systems Branch. Intelligence and Exercise Systems Section is responsible to Head Mission Dedicated Systems Branch for providing all Intelligence-Exercise Functional Area system services; provides specialist technical assistance on- and off-site to internal and external organizational elements. Within the Intelligence and Exercise Systems Section of the Mission Dedicated Systems Support Branch the incumbent provides all aspects of software upgrades to assigned Intelligence Functional Services (INTEL FS).

**Duties:**

Under the direction of Section Head (Intelligence and Exercise Systems), the incumbent will perform duties such as the following:

- Performs the analysis, design, implementation and maintenance of authorised software changes, related applications software 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.
- Performs analysis, detailed problem diagnosis/resolution, programming, testing, writing documentation and participating in reviews, walkthroughs and audits.
- Participates in the definition, acquisition and implementation of new system engineering requirements.
- Co-operates with appropriate authorities on QA and Configuration Control issues.
- Monitors design, program and interface specifications during acquisition and operation phase and maintains user and system documentation during operational phase.
- Produces Statement of Work for outsourced software maintenance activities and monitors its development progress.
- On behalf of NCIA supervises the acceptance of outsourced software maintenance activities.
- Originates corrective, adaptive and perfecting software changes to resolve system problems on supported NATO/ACO information and communications systems which process highly sensitive data and must be operational at all times.
- 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' relevant experience.

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- Experience in all Lifecycle aspects of Information Systems to achieve effective system development and deployment.
- Proven capability of converting evolving operational requirements into Information Systems requirements.
- Extensive knowledge of System Analysis principles to direct and guide Information Systems development.
- Broad and sound technical knowledge and experience in distributed Information Systems as they are applied to the modern management information and Command and Control Information Systems to include experience in the design and implementation of WEB based applications.
- Detailed knowledge of architectural design as applied to computer systems.
- Sound technical knowledge of wide area networks and local area networks.
- Knowledge of and practical experience with high order or object oriented programming language (e.g. Java, C++, C#).
- Knowledge and practical experience of Microsoft Windows and of UNIX.
- Practical experience in the design, development, implementation, testing and maintenance of software for modern information systems in a LAN/WAN environment.
- Practical experience in the use of modern concepts for project management, configuration management, quality assurance and testing.
- Knowledge of the operating systems and application development environments to include programming languages and relational database systems that are currently used for modern information systems.
- Working knowledge of MS Office suite.

### **Desirable Experience and Education:**

- Post Graduate degree/diploma in an IS engineering related subject.
- Member of a recognized function-related professional body or institution.
- Knowledge of security assurance requirements for military information systems.
- Knowledge of and practical experience with Web-based services.
- Experience of working on large, distributed C2 (Command & Control) systems.
- Knowledge of military messaging formats and standards.
- Experience of trouble-shooting software bugs and developing fixes in-line with configuration management and quality control methods.
- Sound knowledge and practical experience in the design, development, implementation, testing and maintenance of software with at least 3 years hands-on programming experience, using high order language.
- Sound knowledge and experience of designing, developing and maintaining modern databases such as PostgreSQL.
- Sound knowledge and practical experience of the capability and features of modern software systems.
- 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:**

- 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.
- Process Management - Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.

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- 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 high-tension situations comfortably.

### 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:

The incumbent is responsible for:

- Frequent internal and external contacts with OF3/OF4 level staff at other divisions and headquarters to discuss and resolve software issues and provide technical guidance to higher level operational and system management staff on system matters.

### Supervisory/Guidance Duties:

- No direct line supervision. May be asked to direct and supervise the work of contractors or programming staff.
- Managerial responsibility for contractors hired to provide specialist skills necessary for the support of assigned systems.

**Working Environment:** Normal office environment.

- The work is normally performed in a typical Secure Facility / CIS Facility environment. Slightly Undesirable Conditions apply. The risk of injury is categorised as: Light Risk of Injury.

**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 "A12(2013)(MON)") and send it to [recruitment@ncia.nato.int](mailto:recruitment@ncia.nato.int) by close of business:

**Friday, 22 February 2013**

**It is intended that the interviews will take place in the week of 15 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

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consideration. NATO CI Agency application forms can be downloaded from the internet at <http://www.ncia.nato.int/Opportunities/Pages/Vacancies.aspx>