Duty Location: **Mons, Belgium**

VACANCY NOTICE

Software Engineer

NCI Agency

Grade: **A2**

Reference Number: **A14(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.

The NATO C & I Agency (NCIA) provides secure end-to-end CIS services and support to NATO and NATO nations. The Service Operations & In-Service Management Division 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. Operations Systems is responsible to Head Mission Dedicated Systems Branch for providing all Operations Functional Area system services including Air, Land, Maritime and Joint Command and Control (C2) systems; provides specialist technical assistance on- and off-site to internal and external organisational elements. Within the Operations Systems Section the incumbent provides all aspects of software support to assigned NATO Command and Control Information Systems (e.g. Shared Early Warning, Theatre Missile Defence systems).

Duties:

Under the direction of Section Head (Operations Systems), but largely under own initiative 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 deliverables.
- 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.
- 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 client-server 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 with GIS software engineering.
- Knowledge and practical experience of Microsoft Windows and of Oracle/Sun Solaris 10 SPARC.
- 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 applied to building client-server applications.
- Working knowledge of MS Office suite.

Desirable Experience and Education:

- Demonstrable evidence in maintaining knowledge of advances in IS engineering
- Post Graduate diploma in an IS engineering related subject.
- Member of a recognized professional body or institution.
- Knowledge of security assurance requirements for military information systems.
- Knowledge of and practical experience with high-availability and real-time client-server services.
- 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 practical experience of the capability and features of modern software systems.
- Knowledge and practical experience of graphical user interface design and programming, preferably with the Java AWT/Swing toolkit.
- Knowledge and practical experience with the Java-based GIS software libraries 'LuciadMap'.
- Knowledge and practical experience of serial (RS232) communications and serial-over-IP technology.

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.
- Listening - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- 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.

- 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.
- 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.
- Drive for Result - Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

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.

Professional Contacts:

The incumbent is responsible for:

- Frequent internal and external contacts with OF3/OF4 level staff at other SHAPE divisions and subordinate ACO 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:

The incumbent may be asked to supervise contractors or programming staff.

Working Environment: Normal office environment.

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 "A14(2013)(MON)") and send it to recruitment@ncia.nato.int by close of business:

Monday, 4 March 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 consideration. NATO CI Agency application forms can be downloaded from the internet at http://www.ncia.nato.int/Opportunities/Pages/Vacancies.aspx