

Duty Location: **Stavanger, Norway****VACANCY NOTICE****Assistant (Service Desk)**Grade: **B4**Reference Number: **B10(2013)(STA)**

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.

NCI Agency ensures the cost effective provision of secure end to end information exchange and processing services for NATO Consultation, Command and Control.

NCI Agency Sectors resource & plan, install, operate, protect, maintain and support CIS capabilities.

NCI Agency Remote Squadrons install, operate, protect, maintain and support CIS capabilities within parameters defined by the parent Sector.

SSB is responsible for the installation, operation, and maintenance of all assigned CIS in accordance with SLAs and for the provision of limited support to corporate customers as directed.

Service Desk is the primary Point of Contact for local users requests. Responsible for incidents logging and assignment to the relevant technical staff for action.

Duties:

Under the direction of Head (Service Desk), the incumbent will perform duties such as the following:

- Acts as the Squadron's primary expert within Service Management Framework (SMF), Service Desk Express (SDE) and Cable Solve (CS).
- Provides advice and guidance to the Squadron leadership within the incumbents' area of responsibility.
- Leads the Implementation and maintenance of the Incident- and Change Management processes and procedures in accordance with SMF.
- Is responsible for maintenance and further improvements of SDE business rules, Key Performance Indicators, functionality and reporting.
- Provides training on SMF, SDE and CS.
- Provides a second line troubleshooting and reporting on the SDE toolset and CS.
- Provides assistance and technical advice to other staff of the Squadron.
- Stays abreast of technological developments relevant to the area of responsibility.

Experience and Education:

- Vocational training at a higher technical level in a relevant discipline, or equivalent.
- At least 5 years' relevant experience in IT support and Service Desk operations.
- Good overall experience in SMF processes and procedures.
- Extensive knowledge within Incident-, Change- and Asset Management.
- Expert level in use and configuration of SDE and CS.
- Working knowledge of MS Office suite, eMail Clients/Web Browsers and Web Content Management.

Desirable Experience and Education:

- ITIL Foundation Certificate.
- ITIL Practitioner Certificate.

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- Formal Service Desk Express and Cable Solve User Training.
- Formal Service Desk Express and Cable Solve System Administrator Training.
- Experience maintaining a Known Error Database/wiki.
- Experience in troubleshooting SDE and CS.
- Experience in reporting tools (Crystal Reports) Charlie13.

Language Proficiency:

- A thorough knowledge of one of the two NATO languages, both written and spoken is mandatory (level 3333).
- **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.
- Priority Setting - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- 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.
- 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;
- 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.
- Ethics and Values - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

Travel:

- The incumbent may be required to deploy for exercises and operations both within and outside NATO's boundaries that may exceed 30 days duration and may be on short notice. By accepting the employment contract linked to this post the incumbent agrees to deploy in excess of 30 days if required.

Professional Contacts:

The incumbent liaises with NCI Agency Sector Mons and NCI Agency SMF, SDE and CS Subject Matter Experts (SMEs) and Project Managers (PMs) within area of responsibility.

Supervisory/Guidance Duties:

None.

Working Environment:

The work is normally performed in a typical Office environment. Normal Working Conditions apply. The risk of injury is categorised as: No Risk.

Security Clearance Level: NATO Secret

Starting Salary and Contract Offer:

- Starting basic monthly salary is 34 981 NOK and is exempt from income tax. Additional allowances may apply depending on the personal circumstances of the successful candidate.

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- 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 "B10(2013)(STA)") and send it to recruitment@ncia.nato.int by close of business (17:00 CET):

Thursday, 14 March 2013

It is intended that the interviews will take place in 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>