

Duty Location: **Bydgoszcz, Poland****VACANCY NOTICE****IS Administrator**Grade: **B5**Reference Number: **B08(2013)(BYD)**

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.

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

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

Sector Brunssum (SB) 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.

Responsible for all IS systems administration and for hardware and software support.

Core Services is responsible for installing and maintaining common user operating systems and applications.

IS Administrator is an AIS Core technical expert responsible for the routine system administration of common user services over the NATO classified and unclassified networks, and ensures physical and electronic security of the systems.

Duties:

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

- Assists in the day to day System Administration (SA) of the Hardware(HW) and Software (SW) of the currently fielded version of MS Windows Server, to include managing Active Directory Services (Domain Controller, Group and Security Policies, DNS, Trust Relationships and the like), as well as the DNS and DHCP servers.
- Assists in the SA of the HW and SW of the MS Exchange Server.
- Assists in the SA of the HW and SW of the print server and user's access to networked printers.
- Assists in the SA of the HW and SW of the Windows Server Update Services (WSUS) and MS System Management Server or similar competing product suite, to include timely installation of software patches, remote control and HW and SW inventory.
- Assists in the SA of the HW and SW of Anti-Virus and Spyware servers.
- Assists in the SA of the HW and SW of the file servers to include any file share developed in support of exercises and operations.
- Assists in the SA of the Storage Area Network (SAN) to include routine tape backup of the SAN, as required by the SLA and local Standard Operating Procedures (SOPs).
- Develops scripts to automate SA processes.
- Assists in the SA of server clusters ensuring responsive failover service thereby greatly reducing downtime of user services due to any one server failing.
- Assists in the SA of HW and SW of any other servers assigned to this cell.
- Assists in the execution of the Squadron Disaster Recovery/Business Continuity Plans.
- Assists in the execution of the AIS Core Release Management program to include rollout and rollback planning and execution.
- Executes proper preventive maintenance plans.
- Assists in the preparation of all technical and service oriented documentation pertaining to assigned systems, interconnections, supporting cable plant etc.

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- Provides assistance with system fault resolution to the Customer Support Centre.
- Provides assistance and technical advice to other staff of the NCIA Bydgoszcz for all aspects of systems supported by the cell.
- Stays abreast of technological developments relevant to the area of work.
- The incumbent 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.

Experience and Education:

- Vocational training at a higher technical level in a relevant discipline. A higher educational qualification but less practical experience or a less formal educational background combined with particularly relevant practical experience may also be acceptable.
- At least 8 years' relevant experience.
- Minimum of 4 years general experience in System Administration of MS Windows Server, Active Directory, MS Exchange Server
- In-depth experience on IT systems virtualization and Virtual Desktop Infrastructure.
- Broad and sound technical knowledge of IT Systems.
- Practical experience in diagnosing deficiencies in networks and associated equipment.
- VM Ware certifications.
- ITIL certifications.
- Microsoft certification (preferable MCSA or MCSE certificate).
- Member of a recognized professional body or institution.
- Working knowledge of MS Office suite, eMail Clients/ Web Browsers and Web Content Management.

Desirable Experience and Education:

- As a minimum a Bachelor of Science (BSc) degree at a nationally recognised/certified University in the related discipline or an Advanced IT-related university degree.
- Broad and in-depth experience of the ITIL Service Management framework; Project management experience; Configuration Control; IT Collaboration tools.
- VM Ware vSphere, VM Ware View, MS WSUS and SMS Server; Anti-Virus and Spyware Servers; Print and File Servers; Configuring Server Clusters; Operating and Maintaining a SAN; HW troubleshooting.
- 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:

- 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.
- Planning - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- 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

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

- Informing - Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
- 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;

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 Interacts with various technical experts representing different NATO HQs, supporting Companies or external suppliers as well as cooperates with other NCIA technicians locally or NATO-wide.

Supervisory/Guidance Duties:

As the leading engineer incumbent will manage some technical initiatives within the Core Services discipline.

Working Environment: Normal office environment.

The work is normally performed in a Normal office environment. The risk of injury is categorised as: No Risk of Injury

Security Clearance Level: NATO Cosmic Top Secret

Starting Salary and Contract Offer:

- Starting basic monthly salary is 8,499.65 PLN 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 "B08(2013)(BYD)") and send it to recruitment@ncia.nato.int by close of business (17:00 CET):

Tuesday, 12 March 2013

It is intended that the interviews will take place in the mid-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>