

Duty Location: **Bydgoszcz, Poland****VACANCY NOTICE****IS Administrator**Grade: **B5**Reference Number: **B09(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 ensures the cost effective provision of secure end to end information exchange and processing services for NATO Consultation, Command and Control.

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.

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.

FS is responsible for installing and maintaining mission specific functional software applications.

IS Administrator is responsible for the day to day System Administration of assigned Functional Services including its databases.

Duties:

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

- Responsible for day to day System Administration (SA) of MS SQL Server and other assigned Databases and Functional Services supporting the Customer HQs, to include managing the SQL Server's SQLOS, Relational Engine and Protocol layer in support of user requirements.
- Responsible for the SA of other Functional Services SW assigned.
- Applies Functional Services and database patches and makes necessary hardware and software changes to Functional Services servers.
- Responds to Customer Support Centre requests for assistance and takes appropriate actions to troubleshoot, to include giving guidance and assisting personnel on remotely accessed Functional Services.
- Assists Customer Support Centre in the database configuration of the Service Desk Tool.
- Assists Head (Functional Services) in coordinating with supported HQs Functional Services Managers to ensure supported Functions Services are providing the desired services in a timely, reliable and responsive manner.
- Responsible for executing the cell Release Management program to include rollout and rollback planning and execution.
- Establishes, supervises and executes proper preventive maintenance plans.
- Ensures all Configuration Control data is reported to IS Services section in a timely manner.
- Provides assistance and technical advice to other staff of the NCIA Bydgoszcz for all aspects of systems and services supported by the cell.
- Maintains a close liaison with other technicians and engineers in the NCIA Bydgoszcz.
- Stays abreast of technological developments relevant to the area of work.

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 and MS SQL databases.
- In-depth experience in administration and troubleshooting of MOSS platform.
- Broad and sound technical knowledge of IT Systems.
- Practical experience in diagnosing deficiencies in networks and associated equipment.
- Working knowledge of MS Office suite, email Clients/Web Browsers and Web Content Management.

Desirable Experience and Education:

- ITIL certifications.
- Microsoft certifications (preferably MCDBA or MCSA).
- University degree in a field related to the function of the post.
- Member of a recognized professional body or institution.
- Experience of the ITIL Service Management framework.
- Experience in Oracle DB Servers.
- Project management experience.
- System Analysis methodologies experience.
- Experience in DB design
- Experience in UNIX System Administration.
- Experience in supporting applications in virtualized IT environments.

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:

- 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.
- 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.
- 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.

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:

- 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:

The incumbent may supervise, administer and give professional guidance to staff.

Working Environment: Normal office environment.

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 "B09(2013)(BYD)") and send it to recruitment@ncia.nato.int by close of business (17:00 CET):

Monday, 11 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>