



Vacancy Notice

IT Operations & Service Manager – 261415

Primary Location: Halifax, Canada

NATO Body: Defence Innovation Accelerator for the North Atlantic (DIANA)

Schedule: Full-time

Application Deadline: 22-Sep-2026, 10:59:00 PM

Salary (Pay Basis): 12,102.58 Canadian Dollar (CAD) Monthly

Grade: NATO Grade G17

The post is budgeted from 1 January 2027, and the successful candidate is expected to start employment as soon as possible thereafter.

1. OVERVIEW OF DIANA

NATO DIANA is the Defence Innovation Accelerator for the North Atlantic, a NATO body dedicated to finding and accelerating innovation to provide decisive defence and security effects for the Alliance, while fostering deep-tech innovation.

NATO DIANA is comprised of a Board of Directors, representing all 32 nations, and an operational team referred to as the DIANA Executive ("DX"). Operating from three offices in Europe and North America, the DX leverages a network of military end users, world-leading accelerator sites, test centres, professional mentors and experts, and Allied expertise to accelerate the most innovative technologies from across the NATO Alliance. DIANA is a dynamic, agile workplace, which strives for innovative thinking, diversity, and performance excellence across all teams. To achieve our mission, DIANA is committed to providing our people with an environment that is positive, inclusive and collaborative.

2. OVERVIEW OF THE ROLE

DIANA's operations depend on a secure, reliable, and responsive technology ecosystem comprising Microsoft 365, Microsoft Azure, and a portfolio of SaaS platforms. The IT Operations & Service Manager is responsible for the operational management of IT services across all DIANA



locations, ensuring effective service delivery, supplier performance, operational security, and technology enablement.

Operating within a geographically distributed organisation, the role works closely with internal stakeholders, managed service providers, and DIANA's security function to ensure that technology services remain aligned with business needs and organisational priorities. The incumbent drives service excellence, operational resilience, and continuous improvement across the IT estate, while contributing to IT planning, governance, procurement, and the successful adoption of digital workplace technologies that enable staff to work effectively and securely.

****Reserve candidates may be considered for similar posts in United Kingdom or Estonia, if appropriate. ****

Reporting to the **Chief Transformation Officer, Regional Director, North America.**

Duties of this role include:

- Manage the delivery and continual improvement of IT services across DIANA locations, including incident, request, problem, and service-level management.
- Act as the primary point of accountability for managed service providers, monitoring performance, leading service reviews, and ensuring delivery against agreed service levels.
- Maintain operational oversight of Microsoft 365, Azure, endpoint management, and corporate SaaS platforms, ensuring secure, reliable, and compliant operation.
- Implement and monitor operational security controls, support cyber incident management activities, and work closely with DIANA's security function to maintain a secure technology environment.
- Lead and develop IT staff across DIANA locations, promoting service excellence, professional development, and organisational digital capability.
- Lead IT procurement activities, including requirements definition, supplier evaluation, licensing, hardware acquisition, and service contracts.
- Support IT strategy, planning, budgeting, business continuity, and the transition of new technologies into secure and supportable operational services.



- Promote the effective use and adoption of digital workplace tools and IT services by improving staff digital literacy and communicating IT policies, best practices, and acceptable-use standards.
- Perform any other related duties as may be required.

3. ROLE REQUIREMENTS, QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

The incumbent must have:

- A Bachelor's degree from a nationally recognized/certified University in Information Technology, Computer Science, or a related discipline with at least 3 years' relevant experience, or exceptionally 10 years' progressive professional experience in lieu of a degree.
- A minimum of 3 years' experience in IT service management, people leadership, and the management of suppliers or managed service providers.
- Demonstrated experience managing Microsoft 365, Microsoft Azure, identity and access management, endpoint management, and cloud-based collaboration platforms.
- Working knowledge of cybersecurity principles, operational security controls, access management, data protection, and IT service resilience.
- Experience implementing and continuously improving IT service management frameworks, governance processes, and service performance reporting.
- Experience in IT financial planning, budgeting, procurement, and resource management.
- Strong communication and stakeholder management skills, including the ability to communicate technical concepts effectively to non-technical audiences and senior leadership.
- Possess the following minimum levels of NATO's official languages (English/French): V ("Advanced") in one; and I ("Beginner") in the other.

NOTE: Most of DIANA's internal work is conducted in the English language.



DESIRABLE

The following would be considered an advantage:

- Experience working in government, defence, international, or geographically distributed organisations.
- Professional certifications relevant to the role, such as ITIL, Microsoft cloud, cybersecurity, or service management certifications.
- Experience with AI-enabled business solutions, SaaS platforms, or emerging digital technologies.
- Experience supporting Cyber Essentials Plus, ISO 27001, or similar certification and compliance initiatives.

COMPETENCIES

The incumbent must demonstrate:

- Organizational and Environmental Awareness: *Understands the wider mission and considers the impact of their actions on others.*
- Initiative & Responsibility: *Takes ownership and accountability.*
- Adaptability & Flexibility: *Embraces change, adjusts priorities as needed, and continues to deliver results in evolving environments.*
- Impact & Influence: *Builds trust and buy in through confident and persuasive communication.*
- Stakeholder Management: *Builds strategic relationships and drives collaborative outcomes.*
- Leading & Developing Other: *Leads and develops others through coaching, empowerment, and feedback.*
- Self-awareness and a Learning Mindset: *Seeks opportunities to learn, reflects on experience, and applies learning to improve outcomes.*

4. WHAT WE OFFER

- Genuinely meaningful work as part of the newest unit within the most successful alliance in history.
- Tax-free salary.
- Household and children's allowances and privileges for expatriate staff including expatriation and educational allowances (where applicable) and additional home leave.
- Excellent private health insurance scheme.
- NATO pension scheme.



- Generous annual leave of 30 days plus official holidays.
- Flexible working conditions and a smoke-free office in Halifax.
- Opportunities for learning and development.

5. CONTRACT

In accordance with the NATO Civilian Personnel Regulations, the successful candidate will receive a definite duration contract of three years, which may be followed by an extension.

If the successful applicant is seconded from the national administration of one of NATO's member States, a 3-year definite duration contract will be offered, which may be renewed for a further period of up to 3 years subject to the agreement of the national authority concerned. The maximum period of service in the post as a seconded staff member is six years.

6. USEFUL INFORMATION REGARDING APPLICATION AND RECRUITMENT PROCESS

Please note that we can only accept applications from nationals of NATO member countries.

Applications must be submitted using the e-recruitment system, and any documents sent through other formats will not be reviewed (including email, social network, etc).

Before you apply to any position, we encourage you to [click here](#) and review how to apply.

Due to the broad interest in NATO DIANA and the large number of potential candidates, telephone or email enquiries cannot be dealt with.

After review of your online application, successful candidates will be invited to a pre-recorded video interview. Shortlisted candidates from that will then be invited to the final assessments, which include: a language proficiency test, a job-related written test, and a panel interview.

Appointment will be subject to receipt of a security clearance (provided by the national Authorities of the selected candidate) and approval of the candidate's medical file by the NATO Medical Adviser.



NOTE: DIANA will not accept any phase of the recruitment and selection, prepared in whole or in part, by means of generative artificial-intelligence (AI) tools, including and without limitation to chatbots, such as Chat Generative Pre-trained Transformer (Chat GPT, Copilot, Claude, etc.), or other language generating tools. DIANA reserves the right to screen applications to identify the use of such tools. All applications prepared, in whole or in part, by means of such generative or creative AI applications will be rejected without further consideration at DIANA's sole discretion, and DIANA reserves the right to take further steps in such cases as appropriate.

7. ADDITIONAL INFORMATION

NATO is committed to diversity and inclusion, and strives to provide equal access to employment, advancement and retention, independent of gender, age, nationality, ethnic origin, religion or belief, cultural background, sexual orientation, and disability.

NATO is committed to fostering an inclusive and accessible working environment, where all candidates living with disabilities can fully participate in the recruitment and selection process. If you require reasonable accommodation, please inform us during your selection process along with documented medical evidence to support your request.

All NATO DIANA personnel are expected to conduct themselves in accordance with the current NATO Code of Conduct as agreed by the North Atlantic Council (NAC), and thus display the core values of integrity, impartiality, loyalty, accountability, and professionalism.

The incumbent is required to be a resident in the host nation for the duration of their contract. DIANA has a flexible teleworking policy to permit working in office, at home, and across NATO Allied Nations subject to managerial approval.

For more information on DIANA, please visit our [website](#).