NATO | North Atlantic Treaty Organization
International Staff

OTAN | Organisation du Traité de l'Atlantique Nord
Secrétariat International

**VACANCY NOTIFICATION/ NOTIFICATION DE LA VACANCE DU POSTE**

# Intelligence, Surveillance and Reconnaissance (ISR) Systems Administrator -261608

**Primary Location:** Belgium-Brussels
**NATO Body:** Battlefield Information Collection and Exploitation System (BICES)
**Schedule:** Full-time
**Application Deadline:** 08-Nov-2026, 11:59:00 PM
**Salary (Pay Basis):** 5,393.24Euro (EUR) Monthly
**Grade** NATO Grade G12

**Description**:

**- SUBJECT TO THE BGX BOARD OF DIRECTORS AND FUNDING APPROVAL-**

## 1. SUMMARY

The BICES Group Executive (BGX), a NATO entity, is the executive body of the BICES Group (BG). The BG exists to enable the sharing and exchange of intelligence and information between and amongst NATO nations, with NATO, and with other non-NATO nations and organisations. Under the leadership of the Director, BGX is composed of the Intelligence and Enterprise Services (IES) Division, the Programme, Engineering and Maintenance (PEM) Division, the Operations and Security Services (OSS) Division, and the Intelligence, Surveillance and Reconnaissance (ISR) Cell.

The Intelligence, Surveillance and Reconnaissance (ISR) Cell acts as the executive arm of the BICES ISR community. It coordinates the development of an integrated multinational federated ISR Processing, Exploitation and Dissemination capability and enables coherent national, NATO and multinational ISR support to operations by ensuring interoperability, technical and procedural alignment, information flow coherence and collective readiness. The Cell maintains ISR documentation, governance artefacts, interoperability frameworks, reference resources and ISR information required to support participating nations and NATO entities in ISR integration and capability development. It further supports ISR exercises, trials, multinational readiness activities and contributes to long-term ISR evolution.

Under the supervision of the Head, Intelligence, Surveillance and Reconnaissance Cell, and in coordination with the ISR Lead Architect/Engineer, the incumbent administers and provides technical support for ISR services deployed on BICES. As an authorised BGX System Administrator, the incumbent maintains a functional dependency with the BGX Operational Authority and applies approved security

and operational requirements when administering ISR systems within the BGX Element and Central Node.

The work is performed in a secure facility where slightly undesirable conditions may apply and involves a light risk of injury. The incumbent participates in the provision of continuous technical support and may be required to undertake on-call and overtime duties outside regular working hours.

Operational travel may be required in accordance with the BG Deployment Policy and national requirements.

## 2. QUALIFICATIONS AND EXPERIENCE

### Essential

The incumbent must:

- possess a technical degree or equivalent qualification in information systems management, library science, computer science, information science or a related discipline;
- have at least 6 years of professional experience as a Systems Administrator with background in both Microsoft Windows and Linux platforms;
- have proven experience with the installation, support, configuration and troubleshooting of IT services;
- be able to understand, assess and solve technical issues in a troubleshooting environment under pressure and with time constraints;
- have a demonstrated experience as system administrator in Microsoft/LINUX (MS WS SVR 2016 or above, RHEL 7.5 or above), HyperV and VMware environment, to include experience with maintaining Oracle and SQL Databases;
- have a demonstrated experience with VMware Horizon virtual desktop infrastructure (VDI) environments, including the administration, maintenance and troubleshooting of Horizon-based virtual desktop services;
- have Microsoft Certifications in Server 2019 and Windows 10 (or above) and virtualization (e.g. VMware);
- have proven experience with storage, access, problem reporting and change control of Configuration Items (Cls);
- be willing to work outside of normal office working hours;
- possess level V (Advanced) of the English language.

### Desirable

The following would be considered an advantage:

- recent experience providing ISR technical services support to military and coalition Operations;
- have proven experience with the installation, support, configuration and troubleshooting of ISR-related services, such as the Coalition Shared Dataserver (CSD);

- experience with ISR service interfaces between STANAG 4559 compliant systems and non-STANAG 4559 compliant ISR systems;
- experience with Information Exchange Gateway solutions supporting ISR service interfaces between different classification level networks;
- experience with status accounting and auditing, in line with recognized standards, such as ISO 9000, 9001 and 9004 throughout the CIS lifecycle;
- certification on Horizon (formerly VMware), version 7 or above;
- certification on IT industry/service provider standards, (e.g. ITIL);
- strong foundation in system security issues;
- French Level II (Elementary).

## 3. MAIN ACCOUNTABILITIES

**Expertise Development**

Maintain effective technical support for ISR services by assisting nations during capability fielding and testing activities. Provide technical advice and troubleshooting assistance for operational ISR services across approved classified and unclassified environments. Support change and release activities, including testing, rollout and rollback. Participate in Disaster Recovery and Business Continuity testing, record findings and contribute practical recommendations. Maintain current knowledge of technological developments relevant to the assigned work.

**Information Management**

Maintain accurate and current ISR technical and service documentation and ensure its controlled storage. Review and test ISR-related Standard Operating Procedures to support accurate and consistent application. Collect and report ISR system and service performance data to support service improvement. Provide technical input to reviews of service and support proposals. Support Service Improvement Plans and provide required information to the BGX Configuration Manager. Maintain configuration records for hardware and software installed for ISR functions and services.

**Planning and Execution**

Administer, operate and maintain assigned ISR systems and services, including STANAG 4559 Edition 4 Coalition Shared Data services, servers, databases, storage, backup and virtualisation environments. Install and configure approved hardware, software and application components in accordance with established procedures. Support testing of national implementations against approved BICES ISR reference tools and record the results. Resolve incidents and customer requests in coordination with the Service Desk, communications technicians, Information Assurance staff and the PEM Division. Provide first-, second- and third-level technical support as required. Implement approved upgrades, changes and modifications to ISR application services, including systems at the Alternate BICES Operations Centre. Monitor system utilisation, capacity and lifecycle status and report identified limitations.

**Project Management**

Support the timely execution of ISR-related projects and programmes within the assigned technical area. Contribute technical information to project schedules, testing and implementation activities. Coordinate

assigned technical actions and report progress, risks, dependencies and deliverables to the responsible manager.

**Stakeholder Management**
Maintain effective working relationships with appropriate military and civilian officials in participating nations and NATO. Liaise with representatives of relevant scientific and industrial organisations in support of assigned technical activities. Cooperate with BGX Divisions on ISR-related security, event, incident, problem and configuration management activities.

## 4. INTERRELATIONSHIPS

The incumbent reports to the Head, Intelligence, Surveillance and Reconnaissance Cell. The incumbent coordinates with other BGX staff as required, particularly within the PEM and OSS Divisions, and works cooperatively with ISR Cell technicians.

Direct reports: None
Indirect reports: None

## 5. COMPETENCIES

**Achievement**
Works to meet expected performance standards and deliver outputs within agreed timelines. Applies diligence and accountability in maintaining ISR systems and resolving assigned technical issues.

**Analytical Thinking**
Breaks down problems and information to identify relationships, patterns and logical conclusions. Applies structured troubleshooting to identify the causes of ISR system and service problems.

**Clarity and Accuracy**
Communicates information in a clear and precise manner and checks work carefully for accuracy. Maintains reliable technical documentation, configuration records and test results.

**Customer Service Orientation**
Responds constructively to the needs and requests of internal and external users in support of service quality and mission needs. Provides timely and professional technical support to ISR users and stakeholders.

**Initiative**
Takes action within own area of responsibility to address issues and improve results without waiting to be told. Identifies technical or service issues and takes appropriate corrective action or refers them to the responsible authority.

**Teamwork**
Works cooperatively with others to achieve shared goals and supports a positive and collaborative team environment. Contributes effectively to ISR Cell technical activities and coordinated support across BGX.

## 6. CONTRACT

**Contract to be offered to the successful applicant (if non-seconded): Definite duration contract of three years; possibility of renewal.**

Contract clause applicable:

The successful applicant will be offered a 3-year definite duration contract, which may be renewed.

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, subject also to the agreement of the national authority concerned.

Serving staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

## 7. 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 e-recruitment system, as applicable:

- For NATO civilian staff members only: please apply via the internal recruitment portal (link);
- For all other applications: www.nato.int/recruitment

Before you apply to any position, we encourage you to click here and watch our video providing 6 tips to prepare you for your application and recruitment process.

Do you have questions on the application process in the system and not sure how to proceed? Click here for a video containing the information you need to successfully submit your application on time.

**When submitting your application, please ensure that your Taleo Candidate Profile is updated and that your CV is correctly uploaded in the Taleo attachments section.**

More information about the recruitment process and conditions of employment, can be found at our website (http://www.nato.int/cps/en/natolive/recruit-hq-e.htm)

Appointment will be subject to receipt of a **security clearance** (provided by the national Authorities of the selected candidate), approval of the candidate's **medical file** by the NATO Medical Adviser, verification of your study(ies) and work experience, and the successful completion of the **accreditation** and notification process by the relevant authorities.

**NATO will not accept any phase of the recruitment and selection prepared, in whole or in part, by means of reference documents without proper quotes (plagiarism), or any tools available on internet, including but not limited to translation facilities, or generative artificial-intelligence (AI) tools. NATO 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 tools will be rejected without further consideration, and NATO reserves the right to take further steps in such cases as appropriate.**

## 8. 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 welcomes applications of nationals from all member Nations, and strongly encourages women to apply.

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.

Candidates will be required to provide documented medical evidence to support their request for accommodation.

Building Integrity is a key element of NATO's core tasks. As an employer, NATO values commitment to the principles of integrity, transparency and accountability in accordance with international norms and practices established for the defence and related security sector. Selected candidates are expected to be role models of integrity, and to promote good governance through ongoing efforts in their work.

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

Applicants who are not successful in this competition may be offered an appointment to another post of a similar nature, albeit at the same or a lower grade, provided they meet the necessary requirements.
The nature of this position may require the staff member at times to be called upon to travel for work and/or to work outside normal office hours.

The organization offers several work-life policies including Teleworking and Flexible Working arrangements (Flexitime) subject to business requirements.

Please note that the International Staff at NATO Headquarters in Brussels, Belgium is a non-smoking environment.

For information about the NATO Single Salary Scale (Grading, Allowances, etc.) please visit our website. Detailed data is available under the Salary and Benefits tab.

NATO does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. For more info please click here.