



NATO COMMUNICATION & INFORMATION SYSTEMS  
GROUP  
B-7010 SHAPE, BELGIUM



**TALEO Job Number: 260611**

**Vacancy Number: G12026**

**Post Number: OCG CDSJ 0040**

**Job Title: Senior Technician (Joint Intelligence Surveillance and Reconnaissance)**

**NATO Grade: 12**

**Basic Monthly Salary (12 x per year): 5,393.24 € tax free**

**Closing Date: 14 June 2026**

### **GENERAL BACKGROUND:**

The NATO CIS Group conducts CIS operational planning and provides deployed/deployable CIS services and support in support of NATO military operations and exercises. The NATO CIS Group is located at the Supreme Headquarters Allied Powers Europe (SHAPE) the Headquarters of Allied Command Operations (ACO), one of the two major military commands of the North Atlantic Treaty Organisation (NATO).

### **Post Context/Post Summary**

NATO Communications and Information Systems Group (NATO CIS Group) provides deployable CIS services in support of Alliance operations, missions, activities and tasks, as directed by SACEUR. It plans, trains, provides and maintains operational readiness of deployable CIS to enable and support secure and resilient NATO Command and Control (C2).

The J2/J6 Division is responsible as the DCIS technical coordinating authority for the NATO CIS Group and the NSBs, for the operational integration, coordination, direction and provision of required Communications, Core Information Systems and Community of Interest (COI) Services, Information Technology (IT) Service Management, Information Assurance (IA) and Defensive Cyberspace Operations (DCO) for operations and exercises. It provides advanced remote and deployable Level 2 support to assigned COI Services for operations, missions and exercises. It is also responsible for management and coordination of IT Service Management processes in peacetime locations, operations and exercises and static Command and Control Services provision.

The Deployable Community of Interest Services Support Branch (DCOI SPB) is responsible, as the NATO CIS Group DCOI Services technical authority, to plan, prepare and execute lifecycle management activities for all DCOI Services matters within NATO CIS Group.

The Deployable Community of Interest Services Support Section (DCOI SPT) provides advanced Level 2 support to assigned COI Services for NATO operations, missions and exercises.

The Joint Intelligence Surveillance and Reconnaissance Team (JISR) is responsible for all the level 2 Support Centre tasks related to Intelligence and JISR services.

The incumbent is responsible to the Intelligence/JISR Team Leader for the management and level 2+ service support of the assigned Intelligence/JISR COI Services in operations and exercises.

#### Principal Duties

The incumbent's duties are:

1. Performs a senior technical support role in the DCIS-wide level 2+ support to Intelligence/JISR COI/FAS services for operations and exercises.
2. Responsible for the transition of Intelligence/JISR COI services to the operational environment.
3. Performs authorized DCOI services software changes, following established procedures for quality, configuration control, testing, documentation and security.
4. Performs COI systems tests prior to deployments/exercises to ensure proper configuration and operation of assigned systems.
5. Performs interoperability tests for assigned COI services.
6. Elaborates proposal in support of initial training – On Job Training (OJT) for newcomer personnel.

#### Special Requirements and Additional Duties

1. 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.
2. This a mandatory deployment post. The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and outside NATO's boundaries. Such operational deployment may exceed 30 days duration up to 183 days in any period of 547 days, and may be on short notice. For NATO International Civilian Staff, acceptance of an employment contract linked to this post constitutes agreement to deploy in excess of 30 days if required.

#### Essential Qualifications

##### a. Professional/Experience

1. Experience in the operational business processes of Application Services.
2. A minimum of three years' experience in Core Information systems; this includes as a minimum two of the following: Windows Server, Active Directory, Domain Naming, Group Policies and Desktop deployment.
3. A minimum of one year experience in Web platforms
4. A minimum of three years' experience in Application Support.
5. A basic knowledge in Service Management, including incident and change management procedures.
6. Good knowledge of system interoperability, LAN/WAN and network concepts.
7. A minimum of one-year experience deploying and managing server virtualization technologies.
8. Practical experience in creating system documentation and status reports.
9. Proven experience in IT infrastructure management and capacity management.
10. Practical knowledge of storage concepts, and backup/recovery policies
11. A minimum of two years' experience in database management.
12. A minimum of two years' experience in database management.

##### b. Education/Training

Higher Secondary education and completed higher vocational training leading to a formal technical or professional certification with 3 years function related experience

or

Secondary education and completed advanced vocational training leading to a professional qualification

or

Professional accreditation with 5 years post related experience

#### c. Language

English - SLP 3333 - (Listening, Speaking, Reading and Writing)

NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.

#### Desirable Qualifications

##### A. Professional Experience

1. Experience in CIS operational support on NATO/National exercises.
2. Proven experience in the support of NATO/National COI Services.
3. Experience in user technical support, Service Desk operations and/or configuration management.
4. Practical experience in the use of modern concepts and accepted industry standards for software engineering development tools (e.g. Unified Modelling Language (UML), Entity Relationship (ER) diagrams, etc).
5. Experience in the development/management of DBMS (SQL Server, Oracle, Postgresql).
6. Experience in Web services, MS IIS and/or Apache Tomcat

##### B. Education/Training

1. MCSA/E equivalent - (Microsoft AZ-800/801, DP-300, AZ-204, MD-102)
2. ITIL v3 or v4 Foundation and Intermediate.
3. Certification in COI System Administrator courses.

#### Attributes/Competencies

##### 1. Personal Attributes:

- a. Highly competent and skilled technician, with broad experience on support to COI systems on operations and exercises.
- b. Some level of supervisory and management duties, as potential deputy of the Team head of a team of technicians, with reporting responsibilities.
- c. Some level of independent judgment is required.
- d. High degree of initiative, as he can be deployed commanding a support team to any deployed NATO HQ.

##### 2. Managerial Responsibilities:

- a. At the home location, the incumbent works as part of a team in the development of technical readiness linked to a specific DCOI deployment (mission, operation and/or exercise).
- b. At the deployed location, the incumbent is responsible to manage a specific group of operational COI applications, troubleshoot and repair level 2 incidents and to rapidly reprioritize the work of level 3 engineers to correct the more technically complex incidents according to their severity, urgency or operational impact.

##### 3. Professional Contacts:

- a. When deployed, can be required to negotiate/discuss with CIS personnel up to OF-3/4 level.

##### 3. Contribution To Objectives:

a. The work involves critical impact to the overall NCISG objectives, as highly skilled technician responsible for DCOI level 2+ support for several command and control systems.

#### REMARKS:

During crisis of MLE the incumbent is reassigned to the NCISG HQ Crisis Establishment (CE) or the DCIS Support Group, as detailed in the respective CE.

#### Contract:

The contract start date is estimated before Q3 2026, pending formal approval of the Peacetime Establishment. Serving staff members will be offered a contract according to the NATO Civilian Personnel Regulations (NCPR). Newly recruited staff will be offered a definite duration contract of three years normally followed by an indefinite duration contract. The salary will be the basic entry-level monthly salary defined by the NATO Grade of the post, which may be augmented by allowances based on the selected staff member's eligibility, and which is subject to the withholding of approximately 20% for pension and medical insurance contributions.

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.

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.

Applicants who prove to be competent for the post but who are not successful in this competition may be offered an appointment in another post of a similar nature, which might become vacant in the near future, albeit at the same or lower grade, provided they meet the necessary requirements.

#### HOW TO APPLY FOR A NATO CIVILIAN POST AT SHAPE:

Applications are to be submitted using NATO Talent Acquisition Platform (NTAP) (<https://nato.taleo.net/careersection/2/jobsearch.ftl?lang-en>). Applications submitted by other means (e.g. mail, e-mail, fax, etc) are not accepted.

More information to be found on these links:

[6 Tips for Applying to NATO Application Process](#)

Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications. Appointment is subject to obtaining a NS security clearance and a medical certificate.

#### Remarks:

- A) Only nationals from the 32 NATO member states can apply for vacancies at SHAPE.
- B) Applications are automatically acknowledged within one working day after submission. In the absence of an acknowledgement please make sure the submission process is completed, or, re-submit the application.
- C) Qualified redundant staff of the same grade interested in this post should inform this office, via their HR/Personnel Office by not later than vacancy's closing date.
- D) Candidates' individual telephone, e-mail or telefax enquiries cannot be dealt with. All candidates will receive an answer indicating the outcome of their application.
- E) As part of the recruitment process, the organization may review publicly available information to assess potential conflicts of interest, reputational risks, or behaviours inconsistent with the organization's values.