



SUPREME HEADQUARTERS ALLIED POWERS EUROPE

TALEO Job Number: 250140

Vacancy Number: G03/24

Post Number: OSC BXSX 0050

Job Title: ACO Functional Analyst (FM Systems)

NATO Grade: 12

Basic Monthly Salary (12 x per year): 5,195.80 €, tax free

Closing Date: Sunday 11 May 2025

Post Context/Post Summary

Supreme Headquarters Allied Powers Europe (SHAPE) provides an integrated Strategic Effects framework, employing a multi-domain and multi-region focus to create a 360-degree approach, with the flexibility to enable, upon direction, a seamless transition from Baseline Activities and Current Operations (BACO) up to the Maximum Level of Effort (MLE). SHAPE supports SACEUR in fulfilling his terms of reference, as directed by the North Atlantic Council.

The Finance and Acquisition Directorate is responsible for all international and multinational appropriated and non-appropriated funds in ACO. The responsibility encompasses supervision and oversight of subordinate ACO commands and development of financial and acquisition policies. The Directorate represents SHAPE/ACO in the Budget Committee, participates in the development of international agreements and the annual Consolidated Resource Plan (CRP), and advises/assists the SHAPE Command Group with respect to Military Budget-funded requirements. The Directorate plans and executes the annual ACO military budget with the contracting, finance and accounting, and cash management it entails whilst ensuring coordination with external entities is observed.

The Financial Management Systems Office functions as the ACO central office for management and coordination of user aspects of the centralized Enterprise Resource Planning (ERP) systems and integrates contributions from other organisations to operate the financial system (FinS) as a single ACO-wide system. The office directs and oversees over user aspects of development, implementation, and user operation of ACO elements of the ACO Financial System.

The incumbent provides functional support to the ACO-wide Financial System user community regarding functional support issues, information and documentation in the context of the internal control framework. S/he is responsible to facilitate business and transactional processes, and manage compliance with the applicable rules and regulations and in line with the agreed ACO Financial Internal Control Framework. Acts complementary and supplementary with the other ACO Functional Analyst and assists the FMS Office Head in supporting the automated financial system and related tools and documents.

Principal Duties

The incumbent's duties are:

Responsible to facilitate progressive standardisation of processes on FinS-based systems, to follow the development of new applications, to support FinS's users and to manage the tasks

associated to day-to-day user support and management of the automated financial system within ACO. These tasks include the following:

1. Responsible to manage FinS users and grants considering specific segregation of duties in line with the ACO Financial Internal Control Framework.
2. Enables functional troubleshooting assistance to the other ACO Functional Analyst, working closely with the Service Provider Technical Helpdesk to address system issues that require client background and understanding of customer-specific use cases.
3. Enables the provision of assistance, information, and guidance to NATO-wide financial system users, offering expert advice on the utilization of the FinS modules for the ACO Community.
4. Performs specific actions to prepare the system for new fiscal years in FinS as part of the end of year procedure.
5. Responsible for managing and co-ordinating system configurations and maintenance with the Service Provider (NCIA);
6. Responsible for the testing of patches and system upgrades. Ensures the user's acceptance testing at each site is properly conducted and monitored.
7. Enables monitoring and taking appropriate actions to guarantee that control activities in the ACO Financial System permit appropriate approval flows based on financial regulations, changes in personnel, sub-ledger accounting (SLA), and setup, as well as Multi-Org used in R12 (MOAC) accesses, as required.
8. Supports the FMS annual ACO-wide training plan by performing online and on premise training, updating training material, setting up the classroom and managing trainees.

Special Requirements and Additional Duties

The employee 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.

The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and without NATO boundaries up to 30 days.

The employee 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.

The work is normally performed in a Normal NATO office working environment.

Essential Qualifications

a. Professional/Experience

1. Knowledge and 2-year experience in use, configuration and support of ERP financial systems (such as Oracle eBusiness Suite/ Fusion, SAP,...) in the following ERP finance modules: account payables, account receivables, general ledger, cash management, travel, purchasing, advance procurement, system administration and Fixed assets.
2. At least 3 years' experience in business requirements definition, mapping and ERP setup; creation and execution of unit and system integration test cycles; creation of user guide manuals and end user training.
3. Knowledge of the programming languages (e. SQL) and relational database systems that are currently used for modern information systems.

b. Education/Training

Higher Secondary education and completed higher vocational training in finance, accounting, business administration, economics, public administration or related discipline leading to a formal technical or professional certification with 3 years function related experience, or Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 5 years post related experience.

c. Language

English - SLP 3322 (Listening, Speaking, Reading and Writing)

Desirable Qualifications

a. Professional Experience

1. In-depth knowledge of financial and accounting system and/or in operation of the ERP system, like Oracle latest releases or customized ERPs (at least 5 years).
2. At least 3 years' experience in providing functional helpdesk support.

b. Education/Training

1. Possess an advanced university degree (MS, MA, MBA, MPA or equivalent) or post graduate diploma in management information systems, computer science, operations research, economics, accounting, business administration, public administration, finance, or related discipline.
2. Possess ITIL Foundation Level certification, ITIL Expert Level certification, PRINCE2 Practitioner certification.

Attributes/Competencies

Personal Attributes: The incumbent will need to display a high degree of professionalism and expertise in performance of his/her assigned duties. As the incumbent's decisions and actions impact the effective and efficient NATO-wide operation of the NATO Automated Financial System, he/she must exercise excellent judgement, in order to achieve results which safeguard NATO's interests and image as well as meeting the demands and needs of the operational community. He/she must be able carry out assigned duties in a business like and professional manner and to be responsive in a customer oriented environment. In his/her work, the incumbent must demonstrate a high energy level, personal integrity, and a sense of loyalty to the organisation. The incumbent must be able to work closely with military, civilian and consultant personnel.

Professional Contacts: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise. Most contacts are at staff level, generally ranging up to OF4/5. S/he will also have routine interface with Budget Officers and Finance and Accounting Officers (A3/A4) and other staff of subordinate / support Headquarters throughout NATO. Frequent contacts with FinS users from all ACO HQs and other NATO bodies. Frequent contacts with supporting agencies (such as NCIA, NSPA) to ensure proper system support and optimized functionality/performance.

Contribution To Objectives: The incumbent is responsible for ensuring the availability of an important mission support and management system. The incumbent provides direct support to operational mission objectives through proactive identification of system shortcomings and resolution of customer's problems, thereby ensuring the availability of the system to provide accurate accounting of NATO's resources in line with NFRs/FRPs.

REMARKS:

Duration of contract: 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.

We believe that all people are capable of great things. Because of this, we encourage you to apply even if you do not meet all of the criteria listed within this job description.

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) NATO 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), or other language generating 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 generative or creative AI applications may be rejected without further consideration at NATO's sole discretion, and NATO reserves the right to take further steps in such cases as appropriate.