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STAFF VACANCY 220740

DIVISION: International Military Staff
Office of the Executive Coordinator
Information and Knowledge Management Branch

TITLE: Analyst (KM)

GRADE: G-15/A-2

Please note that the competition for this post will be conducted on-line and is tentatively scheduled to be completed by end 2022/beginning 2023.

1. **Post Context.** This post is in the Knowledge Management (KM) Section of the Information and Knowledge Management (IKM) Branch under the Office of the Executive Coordinator (EXCO), within the area of the Director General of the International Military Staff (DGIMS). The post supports the Head (KM) in providing technical and managerial support to the IMS in the field of KM by facilitating improved ways of working through the development of collaborative tools, automated processes and eLearning courses.

2. **Principal Duties:**

   - Assisting the Head (KM) in the management of IMS KM processes, including collaboration, knowledge sharing, eLearning, process improvement, and innovation;
   - Developing and maintaining IMS eLearning courses in close coordination with IMS HR and SACT Training Technologies Division;
   - Tracking and reporting the status members’ completion of mandatory IKM training courses;
   - Developing and maintaining IMS IKM training videos to support “on-demand” learning requirements;
   - Providing IKM assistance to the IMS Staff and Communities of Interest as needed;
   - Providing one-on-one IKM training and assistance to IMS users as needed;
   - Assisting the Head (KM) with:
     - The sustainment of IMS collaboration capabilities liaising with the NATO Communications and Information Agency (NCIA), the International Staff Information and Communications Technology Management (IS-ICTM) and other organisations to resolve current impediments to IMS processes and to coordinate future deployments of collaboration capabilities;
     - The management of IMS collaboration capabilities to maximise collaboration and knowledge sharing within the IMS and with external organisations to include the IS, Strategic Commands and the Nations;
     - The development of practical methods and tools to implement the guidance and directives set forth in the NATO Information and Knowledge Management Policy (NIMP) and the Primary Directive on Information Management (PDIM);
Periodic reviews of IMS business processes and recommending ways of improving the processes by leveraging current technology and automated workflows;

- The implementation of KM-based initiatives promoting IMS improved ways of working and leveraging lessons learned and best practices;
- The development of policies and procedures to maximise the effectiveness of IMS staff work and Military Committee (MC) decision making;
- Efforts to improve knowledge sharing and collaboration between staffs of NATO bodies (particularly IS and IMS);
- Acting as Head (KM) in his/her absence.

3. **Special Requirements and Additional Duties:**

- Performing additional related duties, albeit in a different organisational element to which the individual normally works;
- Travel both within and outside of NATO boundaries;
- Attending as directed additional training and specialised courses relevant to the aforementioned duties;
- May be required to perform duties in the NATO HQ Crisis Management Organisation;
- Working irregular hours whenever necessary.

4. **Essential Qualifications.**

**Professional/Experience.**

- A minimum of three years of professional experience in KM or IKM;
- Basic knowledge of video editing software and techniques;
- Information and Communication Technology knowledge;
- Advanced knowledge of MS SharePoint, SharePoint Designer, InfoPath Designer and Adobe Captivate;
- Familiarity with web development principles and practices (HTML, CSS, JavaScript, etc.)

**Education/Training.** University degree or equivalent certification (ISCED level 6) in Computer Science, Information Technology Management, Information Management or in a related field.

**Languages.** Candidates must have a very good level of spoken and written English. The working language in the IMS is English and therefore candidates will be required to pass a one-hour multiple-choice computer-based test in English at the required level as well as to demonstrate their abilities in the written test and interview.

**Computer Literacy.** Use of MS-Office applications in crucial to the effective and successful execution of daily duties. Advanced user experience with Word, Outlook, Excel and PowerPoint is required.

5. **Desirable Qualifications.**

**Professional/Experience.**

- Familiarity with administrative management procedures and effective training methods;
• Working experience gained in international or public administration organisations;
• Experience managing information within portals and other web-based content management systems (CMS);
• Experience in multi-media (graphics, animations, and video) design;
• Knowledge of NATO’s structure, information knowledge management, and NATO security policies.

**Education/Training.**

• NATO eLearning Development Course (if not held, it will be provided upon joining);
• Non-specified training that will allow the incumbent to remain current or gain new skills associated with existing or emerging requirements of the post.

**Languages.**  An elementary level of French.

6. **Personal Attributes.**

• Strong analytical, problem solving and communication skills, both oral and written;
• Innovative with the ability to analyse and solve problems with little guidance and supervision;
• High level of tact and diplomacy;
• Flexibility, initiative, team culture and client focus;
• Creative imagination with strong intellect.
• Good organisational skills.

• Candidates must demonstrate the following competencies:
  
  o **Achievement**: Works to meet standards;
  o **Analytical Thinking**: Sees multiple relationships;
  o **Clarity and Accuracy**: Checks own work;
  o **Conceptual Thinking**: Applies learned concepts;
  o **Customer Service Orientation**: Takes personal responsibility for correcting problems;
  o **Empathy**: Is open to others’ perspectives;
  o **Impact and Influence**: Takes multiple actions to persuade;
  o **Initiative**: Is decisive in a time-sensitive situation;
  o **Teamwork**: Solicits input and encourages others.

7. **Professional Contacts.**  Regular professional contact with personnel both inside and outside of the IMS including senior leadership and action officers within IMS Divisions, members of the IS, NCIA, Allied Command Operations, Allied Command Transformation, and members of Military Representative Staffs, to solicit or provide information or advice.

8. **Contribution to the Objectives.**  Due to the nature of KM, this post has direct impact of the work of the IMS at all levels.
9. **Remarks.**

- Security Clearance – NATO SECRET (if not currently held, the incumbent must be eligible for this level of clearance).
- Work Environment – Normal office environment.

10. **How to apply.**

Applications must be submitted by **30 October 2022** (23:59 Brussels time) using one of the following links, as applicable:

- For NATO civilian staff members only: please apply via the internal recruitment portal (for more information, please contact your local Civilian HR Manager);
- For all other applications: [www.nato.int/recruitment](http://www.nato.int/recruitment)

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, resubmit the application.

11. **Additional Information.**

The successful applicant will be offered a three-year definite duration contract which may be renewed. If the successful candidate is seconded from a national administration, public institution or the armed forces of a NATO member state, he/she will be offered a three-year definite duration contract which may be renewed for a further period of up to three years. The maximum time of service in post for seconded staff is six years. Serving NATO international civilian personnel will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

Appointment will be subject to the deliverance of the appropriate security clearance by the national authorities and approval of the medical file by the NATO Medical Adviser.

A written test will be held as part of the selection procedure.

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.

NATO as an employer values diverse backgrounds and perspectives and is committed to recruiting and retaining a diverse and talented workforce. NATO welcomes applications of nationals from all Member States and strongly encourages women to apply.

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.
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 IMS at NATO Headquarters in Brussels, Belgium, is committed to providing equality in working opportunities regardless of sex, race or ethnic origin, religion, disability, age or sexual orientation.

The IMS is a non-smoking environment.