NCISG HQ is looking for an Engineer (Business Support and Infrastructure Services) to plan, prepare and execute lifecycle management activities for all deployable Core Information Systems (IS) services within NCISG and providing Core IS operational integration, operations and exercise architectures, support and guidance to NCISG.

GENERAL BACKGROUND:
The NATO CIS Group (NCISG) 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 DESCRIPTION:
Location: Casteau/Mons, 60 Km south of Brussels (Belgium)
Division: J2/6

POST CONTEXT/POST SUMMARY
The J2/6 Division is the technical coordination authority for Deployable Communication Information Systems and is responsible for the operational integration, coordination, direction and provision of required technical services for the NATO Communications Information Systems Group and NATO Signal Battalions. The Technology and Service Management Branch is responsible for Deployable Communication Information Systems (DCIS) Technical and Service Management coordination and providing operational integration, operations and exercise architectures, support and guidance to NATO Communications Information Systems Group and NATO Signal Battalions.
The incumbent serves as Core Services Engineer and technical advisor for NCISG in the specific area of Business Support and Infrastructure Services.

PRINCIPAL DUTIES
The incumbent’s duties are:
1. Acts as Core Services Engineer and technical advisor in the specific area of Business Support and Infrastructure Services.
2. Leads the Core Services architecture planning during operations and exercises.
3. Designs Core Services architecture for federated networks engineered for operations and exercises.
4. Responsible for the capacity management process on NATO Deployable Point of Presence (DPoPs), ensuring that infrastructure services are right-sized to meet operational requirements.
5. Responsible for the access management process (Delegation of Deployed CIS Permissions, DoDCP) granting NCISG technical staff with adequate level of permissions in order to fulfil their duties during exercises and operations.
6. Designs and develops the business continuity strategy by defining the backup and recovery plan for Core Services hosted on NATO DPoPS.
7. Acts as the main interface with NATO C&I Agency to ensure compliance of Core Services capabilities with the operational requirements.
8. Provides overall technical direction and guidance to Core Services engineers and technicians in subordinate Battalions.
9. Acts as the liaison officer between J2/6 Core IS and J3 Operations Branch.
10. Acts as the J2/6 Core IS engineering Subject Matter Expert (SME) for all NCISG supported exercises.
11. Analyzes end user requirements related to Core IS Services.
12. Co-ordinates Core IS engineering aspects of current operations with external entities including the NATO C&I Agency and nations.
13. Contributes on the design of future Core IS solutions. Tracks external activities, as needed, to restore or improve CIS performances.
14. Analyses and executes the direction from the Section Head.

SPECIAL REQUIREMENTS AND ADDITIONAL DUTIES
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 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. The incumbent may be required to fulfill any other duties as directed.
The work is normally performed in a Normal NATO office working environment. Normal Working Conditions apply.
The risk of injury is categorised as: No Risk

ESSENTIAL QUALIFICATIONS
A. Professional/Experience
1. A minimum of three years experience in Core Information Systems. This includes Windows Server, Active Directory, MS Exchange, MS FIM, Domain Naming, Group Policies, Desktop deployment, etc.
2. A minimum of three years experience in Web hosting, Web platform, content management services (SharePoint based web applications supporting the management and lifecycle of information) and databases
3. A minimum of three years experience designing, deploying and managing server virtualization technology.
4. Minimum 3 years experience Microsoft Active Directory design supporting geographically dispersed locations
5. Proven experience in IT Infrastructure management environments to include storage concepts, Backup and Recovery practices.
6. Knowledge and experience of system interoperability, LAN/WAN and network concepts.
7. Practical experience on creating system documentation and status reports.
8. Solid knowledge and experience in incident and change management.

B. Education/Training
University Degree and 2 years function related experience or Higher Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 4 years post related experience. ITIL certification

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. Broad and in-depth experience in CIS planning in NATO or National Exercises
2. Good experience in Web Development
3. Working level knowledge of firewall and mailguard systems.
4. Good knowledge of NATO CIS, and its concepts, policies, and architectures.
6. Experience in NATO CoI Services, business applications or functional services.
7. Good knowledge in the risk management field

B. Education/Training
1. ITIL Managing Across the Lifecycle Certification
2. Risk Management certification
3. COBIT 5 Foundation
4. MCSA or MCSE Certification
5. NATO or National Exercise Planning Course

ATTRIBUTES/COMPETENCIES
A. Personal Attributes
Good inter-personal and communication skills are required together with planning, prioritizing and analysis skills. Maturity, good communication skills, persuasion and professional judgment are called for. Constructive thinking and sound judgement to maintain services in a dynamic environment. The flexibility to cope with a constant fluctuation in military personnel with different skill sets. Customer service oriented. Must be dedicated and flexible to solve problems even in exceptional cases, i.e. outside normal working hours, with extra travel or under pressure as required by operations.

B. Managerial Responsibilities – N/A

C. Professional Contacts
Regular professional contacts with others inside and/or outside immediate organisation on functional matters. Solicits/gives information and provides advice/guidance.

D. Contribution To Objectives
The work involves the analysis and research of a complete task with recommendations affecting the plans and management of the organisational element.

E. Supervisory Responsibilities
Dependent on requirements, the incumbent may be required to direct and supervise the work of a team within the functional area.
There are no reporting responsibilities.

REMARKS:
The candidature of NICs who are redundant / unplaced from NCS-A will be given priority consideration provided their CHRM notifies SHAPE Recruitment Section by not later than the vacancy’s closing date.
Tests and interviews are expected to be held at NCISG HQ / SHAPE in on 11 and 12 March 2020.

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.

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.

NTAP allows adding attachments. A copy of the qualification/certificate covering the highest level of education required by the job description must be provided as an attachment.

Essential information must be included in the application form. Particular attention should be given to Education and Experience section of the application form. Each question should be answered completely. Expressions such as “please see attached CV, please see annex / enclosed document” or invitations to follow links to personal webpages are not acceptable and will be disregarded. All answers should be in English (preferably) or in French.

Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications.

Current and past civilians working for NATO or any Coordinated Organization, shall indicate their last grade and step held (next to job title), and specify the name of employing NATO body or Coordinated Organization.

Remarks:
A) Only nationals from the 29 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.