TALEO Post Number: 191021
Vacancy Number: A30/1019
Post Number: OCG CRSX 0030
Job Title: Engineer (Requirement Analyst)
NATO Grade: A-2
Basic Monthly Salary (12 x per year): 5,554.93 €, tax free
Closing Date: Sunday, 16 February 2020

NCISG HQ is looking for an Engineer (Requirement Analyst) to be the subject matter expert for eliciting (gathering), analyzing, specifying, system-modelling, validating, recording and managing requirements for information systems of interest in the areas of Operations, Intelligence, Logistics, Communications and Core elements.

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 DESCRIPTION:
Location: Casteau/Mons, 60 Km south of Brussels (Belgium)
Division: J2/6 Division

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 Service Support Section is responsible for coordinating, managing and implementing integrated IT Service Management (IT SM) processes and procedures for NCISG Static and Deployable CIS in peacetime and for operations and exercises.
PRINCIPAL DUTIES
The incumbent's duties are:
1. Takes responsibility for the development, management and maintenance of NCISG’s IT service management (ITSM) processes applicable for operations and exercises. [Act as process owner for ITSM operation and transition areas].
2. Determines the architectural, structural, behavioral, functional, non-functional, performance, security, derived and allocated operational requirements for information systems from the operational users.
3. Validates, consolidates and manages well-documented, actionable, measurable and testable requirements for ITSM with NCIA and operational stakeholders when planning DCIS service support in the context of (federated) operations or exercises.
4. Monitors execution and measures performance of ITSM processes in order to ensure that all relevant procedures are adhered to and processes are subject of continual improvement.
5. Through the use of agreed procedures and online systems (eg. BMC Remedy ITSM, FinS), engage and fulfill pertinent lifecycle steps associated with CIS requirement preparation and fulfillment of required CIS services.
6. Identifies the stakeholders and defines operational requirements for information services/applications.
7. Coordinates operational business requirements for information services/applications.
8. Coordinates with relevant experts in the context of the evaluation of the deliveries and of any discrepancies between the operational requirements and the delivered products and services.
9. Determines whether the stated requirements are clear, complete, compatible and/or unambiguous and then resolving any unclear, incomplete, incompatible and/or conflicting issues.
10. Documents and configures the requirements in various forms, such as plain-text documents, use cases, user stories, or process specifications.
11. Manages configuration of the requirements baseline.

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. Five or more years of technical experience in IT/Comms requirements engineering or IT systems development.
2. Three or more years of experience managing/supporting or training IT Service Management (ITSM) processes, with a strong focus on the CIS service operation environment.
3. Three or more years of experience eliciting, developing and analyzing requirements, as well as developing, revising, reviewing, and maintaining Requirements documentation.
4. Three or more years of experience within Service Oriented Architecture.
5. Two or more years of experience with Requirements Management Tools.
6. Intermediate to Advanced knowledge of MS Office.

B. Education/Training
University Degree in business administration, engineering, economics, public administration, operations research, business process engineering or related discipline and 2 years function related experience, or Higher Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 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 with Use Case and User Story development as well as with process modeling using UML and BPMN notations.
2. Experience in enterprise architectures in information/data, specifically Command and Control (C2), Space and Intelligence / Surveillance / Reconnaissance (ISR) domains.
3. Knowledge and understanding of the missions, roles, functions, organizational structures and operation of NATO.
4. One or more years of experience with Configuration Management and/or experience with BMC Remedy ITSM or equivalent toolset.
5. Experience with UML editing tools and/or MS Visio.

B. Education/Training
1. Demonstrable evidence in maintaining knowledge of advances in IS engineering.
2. ITIL v3 Foundation Level
3. ITIL v3 Service Operation Intermediate Level
4. ITIL v3 Service Transition Intermediate Level
5. PRINCE II Foundation

ATTRIBUTES/COMPETENCIES

A. Personal Attributes
The post holder should be sensitive to the emergence of problems, self-starts required activities based on creative thinking, conceptual foresight and sound independent judgement. Frequent contact with ACO J6, NSB's, NATO C&I Agency (NCI Agency), Support Agency and other NATO HQ's and Commands requires a high degree of tact, perseverance and persuasion to influence discussions and ensure that technically sound decisions are made. Able to use own initiative when required to work away from SHAPE without direct supervision. The incumbent needs to possess strong written, verbal communication skills; attention to detail and ability to multi-task.

B. Professional Contacts
The post holder is involved in frequent internal and external co-ordination with operational staff from other SHAPE divisions and branches, subordinate ACO headquarters and operational units (OR-7-OF-3 level).

C. Contribution To Objectives
The incumbent performs requirements engineering by defining, coordinating, collating and validating operational requirements for CIS support, including interoperability and security requirements. He/she manages configuration of the requirements baseline, supporting activities by overseeing IT service delivery for forces in their peacetime (in-garrison) locations.

D. Supervisory Responsibilities
Dependent on requirements may be required to direct and supervise the work priorities of an adhoc or permanent 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.

Test and interviews for this post are expected to be held at SHAPE, Belgium on 27 and 28 April 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 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.