



Science and Technology Organization

Centre for Maritime Research and Experimentation

La Spezia - Italy



VACANCY NOTICE

Service Manager (250084)

Primary Location: Italy-La Spezia

NATO Body: Centre for Maritime Research and Experimentation (CMRE)

Schedule: Full-time

Application Deadline: 23 February 2025

Salary (Pay Basis): 4,599.62 EUR (Monthly)

Grade NATO SSS Grade G12 (ABCL B5)

Clearance Level NS

Appointment will be subject to receipt of a NATO SECRET security clearance (provided by the national Authorities of the selected candidate) and approval of the candidate's medical file by the CMRE Medical Adviser.

We are seeking a passionate and talented Service Manager to join our innovative team at CMRE. If you are proactive and organized and you would like to support streamline operations in a cutting edge research environment, apply now!

1. POST CONTEXT

This is a position within the Centre for Maritime Research and Experimentation (CMRE), an organization of the North Atlantic Treaty Organization (NATO).

CMRE is an established, world-class scientific research and experimentation facility that organizes and conducts scientific research and technology development, centred on the maritime domain, delivering innovative and field tested Science & Technology (S&T) solutions to address defence and security needs of the Alliance.

This position is within the Engineering and Information Technology Division (EITD), which supports the execution of the Programme of Work.

EITD consists of the Engineering Branch and the Information Technology Branch:

The Engineering Branch addresses the engineering and technological requirements of the Centre's research activity, by designing, developing, constructing, testing at-sea and maintaining, repairing and calibrating electronic, oceanographic, mechanical, acoustical assemblies and unmanned systems, especially prototypes, or combinations of such units as required. The branch has the following sections:

- Sonar & Marine Sensors Section
- Ocean Engineering Section
- Embedded Systems Section

The Information Technology Branch supports the conception, design, development and construction of state-of-the-art technologies in computing, networking and data infrastructure as well as developing, integrating, and



validating software applications, services and products. All this is done while ensuring interoperability, security and compliance with relevant NATO policies and regulations. The branch has the following sections:

- Software Development and Data Management Section
- Scientific CIS Section

The position is within the Information Technology Branch, Software Development and Data Management Section.

2. PRINCIPAL DUTIES

- **Oversee data management operations:** Manage day to day operations of the data management, ensuring quality of service, data quality, security and availability
- **Implement and develop data management strategies and data governance:** Formulate and enforce policies and procedures for effective data management, ensuring alignment with organization goals and requirements
- **Lead and develop a data and AI team:** Manage a team of data assistants and analysts, lead and mentor team, fostering transparency, collaboration and effectiveness
- **Collaborate with stakeholders:** Work closely with business units, researchers, IT and management to understand data needs and deliver solutions with measured outcomes.

3. SPECIAL REQUIREMENTS AND ADDITIONAL DUTIES

a. *Flexibility Clause*

The incumbent may be required to perform other related duties as directed.

All other related duties should correspond with the required competencies for the job.

b. *Deployment/Travel*

The incumbent may be required to perform his/her duties onboard Centre or chartered vessels. The incumbent may be required to undertake TDY assignments within and outside NATO boundaries.

4. ESSENTIAL QUALIFICATIONS

a. *Professional/Experience*

- Minimum 5 years of experience in data management, data analysis or IT services management
- Proven leadership and team management skills with at least 3 years of experience in a supervisory role
- Strong understanding of data management principles, practices and tools, including data governance, data quality, and data integration
- Excellent problem-solving skills and the ability to handle complex business and data issues effectively
- Strong communication and presentation skills, with the ability to align stakeholders in a regulated, matrix organization and conveying technical concepts to both technical and non-technical stakeholders

- Understanding of the cloud ecosystem for Data with experience with at least one cloud provider (such as Azure or AWS)

b. Education/Professional experience

- A minimum requirement of a Bachelor's degree at a nationally recognized/certified University in software engineering, computer science or a related discipline and 1 year post-related experience.

or

- Exceptionally, the lack of a university degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to CMRE, that is, at least 3 years extensive and progressive expertise in duties related to the function of the post.

c. Language Requirements

A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.

English SLP 3333

NOTE: Most of the work of CMRE is conducted in the English language.

5. DESIRABLE QUALIFICATIONS

- Master's degree in software engineering, computer science or related discipline
- Previous experience as a data engineer or similar
- Certification in IT services, e.g. ITIL Foundation, Practitioner, or higher or COBIT
- Certification in Information Security Management (CISM)
- Experience with Agile, including relevant certifications (e.g. certified SCRUM Master)
- Project Management experience
- Project Management certifications, such as PRINCE2, PMI
- Certifications in cloud, such as Azure or AWS
- Certifications in data management, such as Certified Data Management Professional or equivalent, or DAMA.

6. ATTRIBUTES/COMPETENCIES

The successful candidate possesses the following competencies / personal attributes:

- Achievement: works to meet standards;
- Analytical Thinking: sees multiple relationships;
- Clarity and Accuracy: checks own work;
- Conceptual Thinking: applies learned concepts;
- Excellent communication skills, both oral and written – able to communicate at all levels;



- Innovative and driven: always displaying sound judgement;
- Excellent time management and organizational skills;
- Very good interpersonal skills: solicits inputs and encourages others.

All CMRE personnel are expected to conduct themselves in accordance with the current NATO Code of Conduct agreed by the North Atlantic Council (NAC), and thus display the core values of integrity, impartiality, loyalty, accountability, and professionalism.

7. REMARKS

The duties are performed in an office, laboratory, workshop environment or on-board Centre ships. Slightly undesirable working conditions may apply.

About Us:

The Centre for Maritime Research and Experimentation (CMRE) is part of the NATO Science and Technology Organization (STO). The mission of the STO is to help position both national and NATO science and technology investments as a strategic enabler and technology advantage for the defence and security posture of NATO Allies and partners. The Centre conducts scientific research and technology development and delivers innovative field-tested S&T solutions to address the defence and security needs of the Alliance. CMRE has more than 60 years of experience and has produced a cadre of leaders in ocean science, modelling and simulation, acoustics and other disciplines, as well as producing critical results and understanding that have been built into the operational concepts of NATO and the Nations.

What we offer:

- Salary (Pay Basis): 4,599.62 (EUR) Monthly. Salary value as per 2025. Subject to future adjustments in accordance with North Atlantic Council decisions.
- Grade ABCL grade B5 / NATO grade G12
- A world class research facility located in the sea port of La Spezia, Italy supported by two specialised research vessels.
- An exciting place in which to work situated at an ideal location, the port of La Spezia, Italy, enabling synergy with regional and global academic institutes and industry.
- Salary and conditions of employment will be in accordance with the NATO Civilian Personnel Regulations (NCPR), which includes a rewarding salary and a comprehensive system of allowances, supplements and insurances to support families and, in case of expatriated staff, offers an interesting “expatriate” package.
- A generous annual leave and, (where eligible) home leave.
- The successful candidate will be offered a three years’ definite duration contract which may be renewed for subsequent periods subject to business needs, satisfactory performance and the need to rotate skills and talent within the Organization.
- Applicants who prove to be competent for the post but who are not successful in this competition may be offered an appointment to another post of a similar nature, which might become vacant in the near future, albeit at the same or a lower grade, provided they meet the necessary requirements.



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Our recruitment process:

Please note that we can only accept applications from nationals of NATO member countries. Applications (including the most relevant publications, the diplomas - stating the highest level of education - and a CV) for this vacancy are to be submitted using the E-recruitment system; Appointment will be subject to receipt of a security clearance (provided by the national Authorities of the selected candidate) and approval of the candidate's medical file by the CMRE Medical Adviser.

Additional information:

CMRE values diverse backgrounds and perspectives and is committed to recruiting and retaining a diverse and talented workforce. We welcome applications of nationals from all Member States and strongly encourage women to apply. Selected candidates are expected to be role models of integrity, and to promote good governance through ongoing efforts in their work.

For more information on how to apply:

[How to apply for posts within NATO](#)

[6 tips to apply for posts within NATO](#)

NOTE:

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.

HOW TO APPLY:

Applications are to be submitted using the NATO Talent Acquisition Program (NTAP) <https://nato.taleo.net/careersection/2/jobdetail.ftl?job=250084&lang=en>. Applications submitted by other means are not accepted. NTAP allows adding attachments. Essential information must be included in the application form. Particular attention should be given to Education and Experience section. 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 French.