



VACANCY NOTIFICATION/ NOTIFICATION DE LA VACANCE DU POSTE

Intel User Experience Officer-241813

Primary Location: Belgium-Brussels

NATO Body: Battlefield Information Collection and Exploitation System (BICES)

Schedule: Full-time

Application Deadline: 25-Jan-2025, 11:59:00 PM

Salary (Pay Basis): 6,118.54Euro (EUR) Monthly

Grade NATO Grade G15-G17

Description:

1. SUMMARY

The BICES Group Executive (BGX), a NATO entity, is the executive body of the BICES Group (BG). The BG exists to enable the sharing and exchange of Intelligence and Information between and amongst the NATO nations, with NATO and with other non-NATO nations and Organizations. The BGX, under the leadership of the Director, is comprised of the following pillars: Intelligence and Enterprise Services (IES) Division, Programmes, Engineering and Maintenance (PEM) Division, Operations and Security Services (OSS) Division and Intelligence, Surveillance and Reconnaissance (ISR) Cell.

The IES Division performs staff activities to coordinate efforts, liaise with users in nations and organizations to facilitate Intel exchange, create required documentation and policies, support current military operations and exercises, and provide training to the BG.

The Strategy & Processes (S&P) Branch within the IES Division is responsible for strategy development and users' support with the focus on Intel services and tools. The S&P Branch also contains an Information Management (IM) team, which is responsible for all IM activities on BICES.

Under the supervision of the Head, S&P and in collaboration with the Intelligence UX Specialist, the incumbent's main task is to act as the primary point of contact for BICES Intelligence users to improve services and tools intuitiveness, user-friendliness and overall user experience. S/He also supports cross-divisional development of sophisticated data-centric security (DCS) measures by identifying user attributes and needs. Her/His role is multifaceted and the incumbent will wear different hats depending on the context for projects and activities; s/he may be required to act as Requirements Action Officer, Project Lead (minor developments, Product Owner support (Agile development) or as User Representative (Information Technology Service Management - ITSM context).

2. QUALIFICATIONS AND EXPERIENCE

Essential:

The incumbent must:

- have a University degree (or equivalent advanced military academy qualifications) in Human-Computer Interaction (HCI), Computer Science, Information Systems, Psychology, Graphic and web Design or any other related discipline;
- possess minimum 3 years of professional experience related to Intel user support or Intel analysis;
- have proven experience using Intel or Information management tools, techniques, visualization methods, and metrics;
- have demonstrated ability in identifying emerging trends and integrate innovative solutions into organizational practices;
- possess a strategic mindset focused on user-centric design and data-driven decision-making;
- possess a minimum level of V (Advanced) in English.

Desirable:

The following would be considered an advantage:

- familiarity with BICES, NATO's digital transformation initiatives, or similar large-scale digital strategy projects;
- a sound technical background;
- exceptional ability to write clear, concise, and compelling technical documents and plans;
- proven track record of delivering effective presentations to diverse stakeholders;
- certifications in relevant fields like PRINCE2, ITIL, SCRUM, or equivalents;
- basic knowledge of the financial, security, and technical aspects of software development projects;
- experience in an international or multicultural work environment;
- possess a minimum level I (Beginner) in French.

3. MAIN ACCOUNTABILITIES

Expertise Development

Stay ahead of the curve by exploring cutting-edge technologies to support BGX efforts in leveraging advancements in Artificial Intelligence, Machine Learning, and advanced Data Analytics. Act as the primary point of contact for BICES Intelligence users with a proactive and open-minded approach to supporting assigned services and tools, focusing on improving system intuitiveness, user-friendliness, and overall user experience with the aim to minimize basic training needs and empower users to find relevant data more efficiently. In her/his role as User Representative (ITSM context), provide user-centric input on service operation and continual service improvement by identifying user satisfaction and sharing service appraisals with appropriate stakeholders Research and analyse alternative commercial solutions by attending demonstrations or leading solution analysis efforts.

Knowledge Management

In her/his role as Requirements Action Officer in the context of capabilities development ensuring project requirements from Intel users are captured, addressed, and coordinated with other BGX departments throughout all project phases. In an Agile Development context, collaborate with the

Product owner and the development team to define user stories and prioritize features for specific tools or services and potentially become the Product Owner if required. Collaborate with the Training cell and Policy Branch within IES to lead the drafting and maintenance of user guides for all Intel-related tools and services.

Policy Development

Develop policies that will affect user experiences and contribute to wider policy developments relevant to intelligence users' services and tools.

Project Management

In her/his role as Project Lead for minor developments, taking ownership and lead the development of smaller projects. Coordinate stakeholder involvement in testing and defining acceptance criteria for in-house development projects. Participate in the development and operation of Intel user-related capabilities and tools.

Representation of the Organization

Actively participate in user communities like the BICES Intelligence Users Group (BIUG) and other relevant NATO bodies' working groups. Foster open communication and gather valuable feedback from Intel users.

Stakeholder Management

Partner with the Information Manager and Portal Content Specialist to develop and implement strategies for data sourcing, analytics, policy development, identifying new data sources, and integrating them. Liaise with Industry and Academia as needed, to build a "pool of knowledge" to compare visions and solutions for new requirements and existing capabilities.

Perform any other duty as required.

4. INTERRELATIONSHIPS

The incumbent reports to the Head S&P. S/he will maintain close relations within the BGX and with officials in NATO and BICES capitals, as appropriate. The incumbent will work in close coordination with other two stakeholders in the Information Management team and stakeholders in other divisions. S/he will also maintain good working relations in her/his field of competence with nations and International Organisations.

Direct reports: N/A

Indirect reports: N/A

4. COMPETENCIES

The incumbent must demonstrate:

- **Achievement:** Creates own measures of excellence and improves performance. Keeps track of, and measures outcomes against self-imposed standards of excellence (i.e. not imposed by others such as management or customers). Makes specific changes in the system or in own work methods to improve performance. Proactively seeks out changes in work assignments to increase personal effectiveness.
- **Analytical Thinking:** Sees multiple relationships. Links causes and consequences at increasingly complex levels. Relates information objectively to reach logical conclusions and develops solutions.

- **Change Leadership:** Expresses vision for change. Defines an explicit vision for change. Communicates improvement opportunities to key stakeholders, highlighting the consequences and benefits.
- **Impact and Influence:** Uses indirect influence. Pursues indirect as well as direct lines of influence: “get A to show B, so B will tell C and...” Influences audiences at more than one level or forum, with each step adapted to the specific audience. Uses experts or third parties to help the influencing process.
- **Initiative:** Is decisive in a time-sensitive situation. Acts quickly and decisively in a crisis or other time-sensitive situation. Is unafraid to propose and/or take action when the norm would be to wait, study the situation and hope the problem will resolve itself.
- **Organizational Awareness:** Understands organisational politics. Takes power and political relationships into consideration with a clear sense of how to obtain the required organizational impact. Has a clear understanding of organizational politics, alliances and rivalries.
- **Teamwork:** Solicits inputs and encourages others. Displays willingness to learn from others, including subordinates and peers. Solicits ideas and opinions to shape specific decisions or plans. Publicly credits the team rather than taking credit for self.

6. CONTRACT

Contract to be offered to the successful applicant (if non-seconded): Definite duration contract of three years' duration with possibility of renewal.

Contract clause applicable:

This post is a limited duration project post. Extension of the original definite duration of three years is subject to funding and project requirement. The first 6 months of the contract will be considered as probationary period.

If the successful candidate is seconded from the national administration of one of NATO's member States, a two-year definite duration contract will be offered, which may be extended, subject also to the agreement of the national authority concerned.

Serving staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

NOTE: Irrespective of previous qualifications and experience, candidates for twin-graded posts will be appointed at the lower grade. Advancement to the higher grade is not automatic, and will not normally take place during the first three years of service in the post.

Under specific circumstances, serving staff members may be appointed directly to the higher grade, and a period of three years might be reduced by up to twenty four months for external candidates. These circumstances are described in the IS directive on twin-graded posts.

7. USEFUL INFORMATION REGARDING APPLICATION AND RECRUITMENT PROCESS

Please note that we can only accept applications from nationals of NATO member countries. Applications must be submitted using e-recruitment system, as applicable:

- For NATO civilian staff members only: please apply via the internal recruitment portal ([link](#));
- For all other applications: www.nato.int/recruitment.

Before you apply to any position, we encourage you to [click here](#) and watch our video providing 6 tips to prepare you for your application and recruitment process.

Do you have questions on the application process in the system and not sure how to proceed? [Click here](#) for a video containing the information you need to successfully submit your application on time.

More information about the recruitment process and conditions of employment, can be found at our website (<http://www.nato.int/cps/en/natolive/recruit-hq-e.htm>)

Appointment will be subject to receipt of a **security clearance** (provided by the national Authorities of the selected candidate), approval of the candidate's **medical file** by the NATO Medical Adviser, verification of your study(ies) and work experience, and the successful completion of the **accreditation** and notification process by the relevant authorities.

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.

8. ADDITIONAL INFORMATION

The BICES Group Executive is a NATO body. NATO as an equal opportunities 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.

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.

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 organization offers several work-life policies (i.e. Flexible Working arrangements (Flexitime), etc.), subject to business requirements.

Please note that the International Staff at NATO Headquarters in Brussels, Belgium is a non-smoking environment.

For information about the NATO Single Salary Scale (Grading, Allowances, etc.) please visit our [website](#). Detailed data is available under the Salary and Benefits tab.