



## **HQ SACT VACANCY NOTICE 210594**

Applications are now invited for the post of Manager (Communications & Information Systems) - TLC GXKX 0030 – NG 17, on the staff of the Supreme Allied Commander Transformation (SACT), Joint Analysis and Lessons Learned Centre (JALLC), Monsanto, Portugal.

Applications must be made on line:

<https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en>

Closing date for applications: 31 August 2021

Location: Norfolk, Virginia, USA

- **Notes for candidates:** the candidature of NATO redundant staff at grade NG 17 will be considered before any other candidates.
- **Notes for NATO Civilian Human Resources Managers:** If you have qualified redundant staff at grade NG 17, please advise the HQ SACT Civilian HR Manager no later than the closing date.

**Contract:** Serving NATO International Civilian staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations. Newly recruited staff will be offered a three year definite duration contract.

**Salary:** Starting basic salary is 5971.72 €uro per month to which relevant allowances will be added.

For any queries, please contact the HQ SACT Recruitment Team at [civilianpersonnel@act.nato.int](mailto:civilianpersonnel@act.nato.int)

## **Manager (Communications & Information Systems) - TLC GXKX 0030**

**NATO Body: Headquarters Supreme Allied Commander Transformation (HQ SACT), Joint Analysis Lessons Learned Centre (JALLC), Monsanto, Portugal**

**Schedule: Full-time**

**Basic Salary: 5971.72 Euro per month.**

**Grade: NG 17**

**Are you an experienced Communications & Information Systems Manager? If so, this position offers you a unique opportunity to support the NATO Alliance at its Joint Analysis Lessons Learned Centre.**

### **Post Context**

The Joint Analysis and Lessons Learned Centre (JALLC) is NATO's Centre dedicated to support Alliance-wide implementation and sustainment of NATO's lesson learned (LL) policy, and to improve NATO's ability to operate and adapt, through LL analysis, training, advising and assessment activities, enabling the establishment of effective lessons learned capabilities across NATO.

The Office of Chief of Staff is responsible for managing all the activities of the staff.

The Information Technology Branch is responsible for: planning, coordinating, supervising, and controlling the Information and Knowledge Management (IKM), Information Security (InfoSec) and CIS support to the JALLC.

The Manager (CIS) participates in the planning and implementation of the JALLC IT operations, connects with local and external CIS providers acting to guarantee the performance of JALLC CIS requirements, participates in the development of web tools in support of JALLC mission, and acts as the JALLC INFOSEC officer supporting the JALLC Security Officer in all subjects related with CIS security.

**Reports to:** Branch Head (Information Technology)

**Principal Duties:** He/she will

- a.
  1. Manage the CIS Service Level Agreements (SLA) from the JALLC perspective
  2. Negotiate changes to the SLA with CIS providers (NCIA)
  3. Manage contentious SLA issues to NCIA for resolution.
- b. Participate, prepare and represent the JALLC in all ACT/NCIA Service Level Agreement (SLA) development meetings.
- c. Conduct quality assurance in order to monitor the implementation and delivery of CIS Services in support of JALLC.

- d. Monitor ongoing NATO CIS projects for configuration compliance in accordance with established SLAs and JALLC requirements;
- e. Provide the JALLC primary liaison with external CIS providers regarding CIS requirements, SLA, planning and implementation of the JALLC IT operation, and ensuring that all relevant procedures are adhered to.
- f. Participate on the development of CIS policy and guidance for configuration management of JALLC, participating in the configuration management board established between JALLC and local NCIA.
- g. Contribute to the development of the web tools to support the JALLC main tasks, acting as a technical point of contact between the operational requirements of the LL process and the resulting web implementation;
- h. Support, from the CIS point of view, the development of the annual JALLC CIS budget, and participate in the related meetings and CIS Budget Screening at NATO HQ
- i. Maintain oversight of the JALLC CIS budget during execution.
- j. Monitor and manage, in coordination with NCIA, all JALLC user's service request.
- k. As JALLC INFOSEC officer, be responsible for the implementation of CIS security IAW NATO rules and procedure; draft and maintain the CIS security policy, standards, procedures and documentation; and in coordination with NCIA ensure that any system changes required to maintain security are implemented.
- l. In close coordination with the JALLC Security Officer, ensure that all identified breaches and violations in CIS security are promptly and thoroughly investigated.
- m. Provide CIS advice and support to the IT Branch Head, undertaking that responsibility in his/her absence.
- n. Represent the JALLC at relevant symposia and meetings, and maintain liaison with relevant NATO and National agencies.

### **Essential Qualifications**

- a. University Degree in information Technology and management, management information systems, computer science, business administration, engineering, economics, public administration, operations research, business process engineering or related discipline and 4 years post related experience.
- b. At least five years experience in Network Systems, including network management and system administration, and in project management;
- c. Previous experience in software architecture in order to aligning technical and operational requirements
- d. Previous experience in CIS security management, including standards, procedures and documentation.

- e. Previous staff experience at large military or governmental organisation or major private companies.

## **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**

### **Professional Experience**

1. Experience in planning, organizing, coordinating, controlling, and evaluating the use of CIS resources to accomplish assigned tasks.
2. Experience in developing SLAs.
3. Strong knowledge of NATO information systems, functional applications and networks.
4. Experience on NATO security standards, procedures and documentation related to his/her role as INFOSEC officer.

### **Attributes/Competencies**

#### • Personal Attributes:

He/she requires flexibility, good health and a willingness to work outside of the normal office environment. He/she must have good inter-personal skills, as much of the activity of this post is in liaison with internal staff and external agencies.

#### • Managerial Responsibilities:

He/she will normally be expected to work mainly unsupervised and has no subordinates. He/she is expected to work closely with JALLC staff to guarantee good quality implementation of CIS requirements defined from the on-going analysis works and other relevant activities.

#### • Professional Contacts:

At or above equivalent level both within the JALLC and externally, in order to maintain a thorough knowledge of developments and relevant techniques within his/her field of interest. With the responsibility of identification and implementation of JALLC CIS requirements, the Manager (CIS) has a close professional relationship with all other JALLC staff. He/she must therefore be flexible and approachable to enable all staff to derive the maximum benefit. Good interpersonal skills are most important. He/she will deal with external agencies at various levels, frequently well above his grade, and may represent the JALLC at symposia where issues like

development of CIS policy and guidance and implementation of CIS requirements are discussed.

- Contribution To Objectives:

He/she will formulate solutions to problems or methods to achieve objectives as assigned by Branch Head (IT). The effective handling of data is central to the analysis effort. His/her judgement, expertise and performance has a fundamental effect upon the achievement of the JALLC's objectives.

### **Security Clearance**

The successful applicant will be required to apply for and receive a Cosmic Top Secret Security Clearance prior to final confirmation of contract and commencement of employment.

### **Work Environment**

He/she will be required to work in a normal office environment.

### **Contract**

Serving NATO International Civilian staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations. Newly recruited staff will be offered a three year definite duration contract.

### **Notes for Candidates**

The candidature of NATO redundant staff at grade NG-17 will be considered with priority.

### **Notes for NATO Civilian Human Resources Managers**

If you have qualified redundant staff at grade NG-17, please advise the HQ SACT Civilian HR Manager no later than the closing date.

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