

Technician (DCOI Svc Spt) (250013)

Status
Draft

Recruiter
Turco, Sabrina

Status Details
Draft

Hiring Manager
Lettieri, Andrea

Primary Location *
Italy > Grazzanise

Requisition Type
Professional

Hired Candidates
0 out of 1

Vacancy Notice

Internal Description

Description - Internal

TITLE: Technician (DCOI Svc Spt)
GRADE: G10
DIVISION: Communications and Information Systems Platoon
DIRECTORATE: Maintenance and Support
SECURITY CLEARANCE: NATO S E C R E T

1. Post Context/Post Summary

NATO Signal Battalion operates, maintains, and sustains Deployable Communication Information Systems (DCIS) to enable command and control (C2) in support of deployed NATO Headquarters and entities during Alliance operations, missions and exercises.

The Maintenance and Support Company (M&S Coy) is responsible for Level 1 and Level 2 CIS support of NATO DCIS and for Level 1 and Level 2 preventive and corrective maintenance of non-CIS equipment.

The Communications and Information Systems Platoon is responsible for Communications and Information Systems (CIS) Level 2/2+ CIS support of all CIS assets integral to the Battalion.

The Information Systems Administration Section is responsible for installing, operating and Level 2/2+ CIS support of all information systems (IS) integral to the Battalion.

The incumbent is responsible to the Information Systems / DCOI Service Support Section Head for the management and level 1 service support of the assigned COI Services in operations and exercises.

This post reports to: ODS MCSX 0010 - Section Head (Information Systems Administration) - OR-7

2. Principal Duties

The incumbent's duties are:

Directs and performs the level 1 initial training – On Job Training (OJT) for all DCM personnel within its Battalion with DCOI support responsibilities.

Deploys to operations and exercises in support of DCM Service Desks as technical advisor on Level 1 COI support tasks. Supports the transition of COI systems and services to the operational environment.

Perform technical role in DCIS-WISE level 2 support to DCOI Services for Operations and Exercises by holding a level 2 permission for all COI Services, accordingly to the DoDCP framework

Perform basic system administration tasks on UNIX, LINUX and Windows based systems.

Performs the installation and pre-deployment/exercise setup of COI clients and client/based systems.

As required, performs COI systems tests prior to deployments/exercises to ensure proper configuration and operation of assigned systems.

Performs interoperability tests for assigned COI applications and services.

Performs the investigation and resolution of problems relating to COI systems clients.

3. Special Requirements and Additional Duties

The incumbent may be required to perform a similar range of duties elsewhere within the organisation at the same grade without there being any change to the contract. This is a 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 's 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 work is normally performed in a Normal NATO office working environment.

Normal Working Conditions apply.

The risk of injury is categorised as No risk / risk might increase when deployed.

4. Essential Qualifications

a. Education and Professional Experience

Higher Secondary education and intermediate vocational training which might lead to a formal qualification with 2 years experience, or Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 4 years post related experience;

Experience in the operational business processes of COI Services / Functional Services;

Minimum three years' experience in Core Information systems; this includes as a minimum two of the following: Windows Server, Active Directory, Domain Naming, Group Policies and Desktop deployment;

Minimum one year experience in Web platforms and database management;

Minimum three years' experience in Application Support;

Basic knowledge in Service Management;

Good knowledge of system interoperability, LAN/WAN and network concepts;

Minimum one year experience deploying and managing server virtualization technologies;

Experience in user technical support, Service Desk operations and/or configuration management;

Practical experience in creating system documentation and status reports;

Proven experience in IT infrastructure management and capacity management;

Good understanding of storage concepts, and backup/recovery policies;

Experience with Microsoft Server/Networking/Security Fundamentals, Client Deployment and Enterprise Applications and Virtualization Technology Essentials.

b. Language

English - SLP 3322 - (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.

5. Desirable Qualifications

a. Education and Professional Experience

University degree in a field related to the functions of the post.

Experience in the development/management of DBMS (SQL Server, Oracle, Postgresql)

Experience in the use of UNIX/Linux systems.

Experience in CIS operational support on NATO exercises.

Practical experience in the use of modern concepts and accepted industry standards for software engineering development tools (e.g. Unified Modeling Language (UML), Entity Relationship (ER) diagrams, etc.).

Possess or obtain a Full C and E (Heavy Goods with Towed Heavy Trailer) Drivers Licenses upon arrival.

b. Trainings/Courses

- MCSA or MCSE Certification.

- ITIL Foundation.

- NATO C4ISR Orientation for Officers (CCC-SM-22206) provided by NATO Communications and Information Academy (NCI Academy)

- NATO Orientation Course (ETE-MW-3834) provided by NATO - School Oberammergau (NSO)

6. Attributes/Competencies

- Personal Attributes: Very competent and skilled technician, with broad experience in support of COI systems on operations and exercises. Medium level of independent judgment is required. A medium degree of initiative, as the incumbent may be deployed in the lead of a small support team to any deployed NATO HQ. Managerial Responsibilities:

a. Management of Workload:

- Managerial Responsibilities:

a. Management/Control Workload of Others (Incl. Contractors). At the home location, the incumbent works as part of a team in the development of technical readiness linked to a specific DFAS deployment (mission, operation and/or exercise). At the deployed location, the incumbent is responsible to manage a specific group of operational FAS applications, troubleshoot and repair level 2 incidents and to rapidly re-prioritize the work of level 3 engineers to correct the more technically complex incidents according to their severity, urgency or operational impact.

b. Management/Control Workload of Others (Incl. Contractors): Upon completion of initial training, the incumbent will be assigned to lead FAS support teams, assembled on an as-needed basis, in support of specific missions, operations and/or exercises.

c. Management/Control of Technical Resources: The incumbent is the primary level 2 support technician at a deployed location and, as such, is responsible for the operational management of the assigned FAS applications to the specific mission, operation and/or exercise. As stated, the incumbent has level 2 control of incidents, advising service desk (level

1) technicians, correcting incidents at his/her level 2 area or, depending on the significance of the issue, making the decision to escalate the incident to level 3 CIS Engineers, and with NFS (NATO Force Structure) CIS technicians.

- Professional Contacts: When deployed, can be required to negotiate/provide support to CIS personnel up to OF-3/4 level.

- Contribution to the objectives: Significant impact to the overall NCISG objectives, as skilled technician responsible for Core level 2+ and DCOI level 1 support for several command and control systems.

This post reports to: ODS MCSX 0010 - Section Head (Information Systems Administration) - OR-7

7. CONTRACT

The successful candidate will be offered a 3-year definite duration contract, which may be followed by an indefinite contract. NATO International Civilians will be offered a contract in accordance with the provision of the NCPRs.

The basic entry-level monthly salary for a NATO Grade 10 (B-4) in Italy is Euro 4041.51 which may be augmented by allowances based on the selected staff member ' s eligibility, and which is subject to the withholding of approximately 20% for pension and medical insurance contributions.

8. INSTRUCTIONS TO APPLY:

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Please attach relevant certificates to the application.

Note that once you create your profile, you will be able to use it to apply for other vacancies within NATO.

Please note:

Staff members are appointed to and hold posts on the establishment of a NATO body only on condition that:

- They are nationals of a NATO member country

- They are over 21 and under 60 years of age at the time of taking up their appointments. Appointments of definite duration may be offered to candidates of 60 years of age or more, provided that the expiry date of the contract is not later than the date at which the candidate attains the age of 65.

ADDITIONAL INFORMATION:

A NATO security clearance and approval of the candidate ' s medical file by the NATO Medical Adviser are essential conditions for appointment to this post. Applicants are not required to possess a clearance at the time of applying, but they must be eligible for a clearance. HQ JFC Naples will take action to obtain the required security clearance from the successful candidates ' national authorities.

External Description

Description - External

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