VACANCY NOTIFICATION/ NOTIFICATION DE LA VACANCE DU POSTE

Officer – Information Management (210003)

Primary Location: Belgium-Brussels  
NATO Body: NATO International Staff (NATO IS)  
Schedule: Full-time  
Application Deadline: 07-Feb-2021  
Salary (Pay Basis): 6,854.04Euro (EUR) Monthly  
Grade: A.3/ NATO Grade G17  
Clearance Level: CTS  
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 and with NATO, and with other non-NATO nations and Organizations. The BGX, under the leadership of the Director BGX, is comprised of the following pillars: Intelligence Service Strategy (ISS) Division, Intelligence Service Design (ISD) Division, Intelligence Service Operation (ISO) Division, and the Intelligence, Surveillance and Reconnaissance (ISR) Cell.

The ISS Division performs staff activities to coordinate efforts, liaise with nations and organizations, create required documentation and policies, support current military operations and exercises, and provide training to the BG. The ISS Division is also the central element for information architecture and management support.

The Policy and Process (P&P) Section within the ISS Division is responsible for the drafting of policies, procedures, and concepts and oversight of the requirements management process. The P&P Section also contains an Information Management (IM) team, which is responsible for all IM activities on the BICES network. Personnel within the P&P Section focus on BICES user support by coordinating the BICES Intelligence Users Group (BIUG), serving as BICES Liaison Officers to nations and organizations throughout the BICES Community and conducting service appraisals to ensure the services offered on BICES are fit-for-purpose and meeting user requirements.

Under the supervision of the Head, P&P Section and in close coordination with the Information Architect, the incumbent is responsible for ensuring that appropriate direction, coordination, processes and tools are in place to efficiently manage and support the collection, processing, analysis and dissemination of national and NATO
Intelligence-related products hosted in BICES and/or the interconnected domains and networks.

2. QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

The incumbent must:

- have a bachelor university degree, or an equivalent level of qualification, in the area of Information Management, Information Systems, Information Technology or other relevant field;
- possess at least 3 years of relevant work experience;
- have extensive knowledge of, and experience with, unstructured and structured data, development of metadata schemas, files format and data management;
- have knowledge of modern communication, content and document management technologies and systems, including related security aspects;
- have technical aptitudes and demonstrate proactivity in keeping abreast of new technologies and standards in information management;
- possess the following minimum levels of NATO’s official languages (English/French): V (“Advanced”) in one; I (“Beginner”) in the other.

DESIRABLE

The following would be considered an advantage:

- knowledge of international best practices and standards in the field of information management and familiarity with the life-cycle management of data/information;
- experience working in an ICT environment with high security requirements such as classified military or government systems or within a financial institution;
- experience working in the field of Intelligence;
- experience working in an international organization with proven team management or coordination skills;
- experience with content & document management solutions, such as SharePoint or EXO.

3. MAIN ACCOUNTABILITIES

Expertise Development
Investigate and make recommendations on addressing BICES-wide IM challenges, such as new files formats and technologies. Analyse BICES users’ requirements and identify new technologies to exploit and improve the current system. Attend training, seminars, appropriate IM and information exchange platforms and research communities, and recommend technologies and management approaches of interest for further investigation.

Knowledge Management
Provide functional support to Intel publication and uploading or ingesting large volumes of content. Be responsible for user administration and access management, data and file management of content stored in BICES, as well as regular system monitoring, and
functional system configuration based on business requirements. Conduct functional feasibility studies when requested and report results in a clear and concise manner by documenting designs, procedures, standards and guidelines. Maintain the Metadata Schema to assure it meets user requirements. Propose addition, deletion and modification of values according to user needs and fusion and integration of all sources of information into BICES content. Establish an IM Training program and provide IM Training, both internally in BGX and to the designated national BICES Information Managers.

Policy Development
Keep up-to-date in information management best practices, and assist the Head, P&P Section in translating them into BICES-wide policies/directives and user-related guidance and reference material. Coordinate, oversee and monitor the implementation of the BICES Information Management Policy (BIMP) and other IM-related BICES documents. Provide reports, including statistics, indicating suggested actions to deal with current or foreseen shortcomings.

Project management
Provide support to information management-related projects by designing, planning and implementing in a structured, consistent and timely manner. Oversee projects within the BGX, related to webpages and structured and unstructured data/Intelligence-related projects. Monitor the flow of information within BICES and amongst BICES interconnected networks and domains and ensure that data is handled effectively, efficiently and securely

Stakeholder Management
Act as the Information Manager Point of Contact (POC) for BICES users. Coordinate IM-related activities with the designated national Information Managers. Provide first line functional support to users throughout BICES national elements and NATO civil and military bodies in coordination with Service Operations. Act as the main POC and assist with the identification, development and refinement of user requirements for all IM-related requirements in the BICES Requirements Management Process (BRMP). Prepare factually accurate recommendations and discuss these with stakeholders on how to improve information management processes. Work with BICES users to review/document existing processes and design/document new processes to address new contents, formats and requirements. Coordinate with other BGX Divisions for Applications and IT infrastructure support to communicate user’s requirements, and/or determine the technical implications of addressing these requirements.

4. INTERRELATIONSHIPS

S/he is responsible for supervising the Portal Specialist activities, providing guidance for the maintenance and update of the web sites structure and the content. S/he works alongside the Information Architect to provide the required Information layer input to the BICES Enterprise Architect with regards to Information flow, data sources/types and applications issues. S/he is also expected to provide coordinated policy views for IM and Architecture to the Head, P&P Section.

The incumbent reports to Head, P&P Section and works in close collaboration with other BGX staff members.
5. COMPETENCIES

The incumbent must demonstrate:

- **Analytical Thinking**: Sees multiple relationships;
- **Flexibility**: Adapts to unforeseen situations;
- **Impact and Influence**: Takes proactive actions with positively impactful communication style;
- **Initiative**: Is decisive in a time-sensitive situation;
- **Organisational Awareness**: Understands organisational politics;
- **Teamwork**: Solicits inputs and encourages others.

6. CONTRACT:

Contract to be offered to the successful applicant: Definite duration contract of three years; possibility of renewal for up to a further six years in 3-year increments, during which the incumbent may apply for conversion to an indefinite duration contract.

**Contract clause applicable:**

The maximum period of service foreseen in this post is 9 years. The successful applicant will be offered a 3-year definite duration contract, which may be renewed for a further period of up to 6 years, in 3-year increments. However, the incumbent may apply for conversion to an indefinite contract during the period of the second renewal and no later than one year before the end of contract.

If the successful applicant is seconded from the national administration of one of NATO’s member States, a 3-year definite duration contract will be offered, which may be renewed for a further period of up to 6 years, in 3-year increments, subject also to the agreement of the national authority concerned. The maximum period of service in the post as a seconded staff member is nine years.

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

7. 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 (for more information, please contact your local Civilian HR Manager);
- For all other applications: www.nato.int/recruitment

Please note that at the time of the interviews, candidates will be asked to provide evidence of their education and professional experience as relevant for this vacancy.
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 NATO Medical Adviser.

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)

8. ADDITIONAL INFORMATION:

Salary value as per 2020. Subject to future adjustments in accordance with North Atlantic Council decision.

NATO is committed to diversity and inclusion, and strives to provide equal access to employment, advancement and retention, independent of gender, age, nationality, ethnic origin, religion or belief, cultural background, sexual orientation, and disability. NATO welcomes applications of nationals from all member Nations, 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 including Teleworking and Flexible Working arrangements (Flexitime) subject to business requirements.

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