

# Principal Technician (WIN Services Operation & Management) (240895)

Status  
Open

Recruiter  
Guelpen, Ralf

Status Details  
Sourcing

Hiring Manager  
Prem, Petra

Primary Location \*  
Germany > Geilenkirchen

Requisition Type  
Professional

Hired Candidates  
0 out of 1

## Vacancy Administration

### Identification

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|   |  |  |
|---|--|--|
| Requisition Title<br>Principal Technician (WIN Services Operation & Management) | Post Number<br>OEW SCNN 0040             | Number of Openings<br>1                        |
| Grade<br>NATO Grade G10   | Clearance Level<br>CTS                   | Eligibility<br>All NATO member states          |
| Justification<br>Replacement  | Nationality Previous Incumbent<br>Danish | Name of Previous Incumbent<br>Bernt Nordstroem |

### Structure

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#### Organization \*

|         |                                 |
|---------|---------------------------------|
| Agency  | HQ NAEW & C Force Geilenkirchen |
| Level 2 | E-3A Component                  |
| Level 3 | Base Support Wing               |
| Level 4 | CIS Squadron                    |

#### Primary Location \*

|         |               |
|---------|---------------|
| Country | Germany       |
| City    | Geilenkirchen |

#### Job Field \*

|        |                                      |
|--------|--------------------------------------|
| Domain | Information Communication Technology |
|--------|--------------------------------------|

### Owners

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Recruiter  
Guelpen, Ralf

Hiring Manager  
Prem, Petra

Recruitment Assistant  
Barrosa de Almeida, Marco

Hiring Manager Assistant  
Janshoff, Stefanie

## User Group

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User Group  
NAEW

## Candidate Selection Workflow

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Candidate Selection Workflow  
NTAP Workflow

## Profile

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Shift  
Day Job

Schedule  
Full-time

Position Type  
NATO International Civilian

## Compensation

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Currency  
Euro (EUR)

Pay Basis  
Monthly

Minimum Salary  
4977.99

## Budget

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Currency - Budget Section  
Euro (EUR)

## Selection Plan

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Selection Tools  
Written test, Language test, Practical test, Interview, Web Interview

# Vacancy Notice

## Internal Description

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Description - Internal  
BACKGROUND

NATO offers you more than a job. It gives you a mission: building peace and security for one billion people in Europe and North America.  
We are a unique multinational flying force with operational capability located at the NATO Airbase Geilenkirchen. With its 14 E-3A aircraft, our organization plays a critical role in NATO and our mission is to deliver ready, responsive Airborne Early Warning, Battle Management, and Command and Control capability to operational commanders in support of NAC-approved tasks.

The Communications & Information Systems (CIS) Squadron is responsible for the management of all assigned IT Systems and Services throughout their life cycle in support of the NAEW&CF 's mission (including FOBs/L). The Systems & Server Section provides efficient installation, administration and maintenance of assigned IT systems (typically core server hardware and software) in support of the NAEW&CF 's mission by operating WIN and UNIX development and production systems. Provides and supports deployable systems. The incumbent contributes to the consolidation of user requirements and through lifecycle technical support of fielded IT/CIS systems and networks in the areas of Component Support, Mission Support and non-peculiar Mission System Engineering.

To find out more about the background, please visit our Homepage <https://awacs.nato.int/>  
How to apply: Video

## THE ROLE

The incumbent's duties are:

- Contributing to the continuous integrity of the assigned Component Support, Mission Support and non-peculiar Mission System Engineering IT/CIS systems and networks ( " Product " ) and its set of features;
- Assisting with long-term product evolution plans (strategy) and transferring these plans into product releases, product properties, and product priorities;
- Supporting the technical analysis of emerging user requirements with regard to the assigned products and coordinating with other internal or outsourced engineering sections;
- Executing the evaluation of changes and the implementation of provided change packages in accordance with the long-term product evolution plans;
- When directed, liaising with industry for the analysis, design and development and for the qualification, certification and acceptance of COTS hardware, firmware and operating system changes;
- Supporting all projects executed in the Section that implement baselines for the assigned products;
- When directed, representing the Squadron with respect to the assigned products;
- Executing non-project work for assigned products;
- Supporting elicitation of customer requirements;
- Contributing to the definition of system/network capability development;
- Executing or supporting the implementation and maintenance of these capabilities;
- Applying quality boundaries for project work artefacts related to the product;
- Maintaining a high level of expertise in the assigned technical areas and staying abreast of system engineering best practices;
- Ensuring that assigned IT/CIS Systems are adequately protected according to NATO and NAEW&C security directives, to include a viable disaster recovery capability;
- Executing and/or supporting at the NAEW&C level, trial installations, installation compatibility testing, software conflict identification testing and mitigation, in-house and outsourced technical support and maintenance (repair, replacement, upgrades) for assigned IT/CIS systems;
- Executing user account administration, system software and data configuration management, quality assurance of the technical system (product) and for the maintenance of (in-house and outsourced) support processes and their technical documentation;
- Preparing evaluations (Proposed Technical Solutions) of System Requests (Statements of Need) and presenting and championing the proposed technical solutions in the boarding process, in co-ordination with the senior engineer;
- Supporting technical requirements definitions and the refinement of components of IT/CIS systems being either developed, produced, delivered, integrated, or installed from internal or external organizations (NAEW&C, NATO, Government, Commercial Contractor);
- Executing IT/CIS system maintenance efforts and monitoring of / reporting on system operations capabilities and constraints;
- Providing 2nd level user support for all assigned IT/CIS Systems to all NAEW&C organisations, including FOBs/FOL and other deployed locations;
- Technically ensuring Configuration Management (i.e. user and system administration, license monitoring, product version identification and control, etc.) on both server and client platforms;
- Executing and/or supporting installation services for IT/CIS system software and data (i.e. operating system software, compilers, database system software etc.) and for IT/CIS service application software and data on servers;
- Executing and/or supporting installation services for IT/CIS system software and data (i.e. operating system software, compilers, database system software, standard office software, etc.) and for IT/CIS service application software on server platforms;
- Executing routine and contingency support for IT/CIS system installation and maintenance efforts at the MOB, at FOBs/ FOL, and at other deployed locations;

- Executing essential operational support to NAEW&C organisations, including, when needed, the provision of support for contingency operations on a 24 hours a day, seven days a week basis, for an extended timeframe;
- Taking part in the IT/CIS flight or provides support for Operations and Exercise, Audits, Inspections and Technical Support Visits (TSVs) to the FOBs/FOL and other deployed locations.

#### QUALIFICATIONS AND EXPERIENCE REQUIRED

- 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;
- The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English therefore sufficient English proficiency is essential;
- Adequate knowledge of Standard Automatic Data Processing (ADP) is required.

#### THE FOLLOWING WOULD BE CONSIDERED AS AN ADVANTAGE

- Previous NATO assignment;
- Experience working in an international / military environment;
- Experience in working with contractor firms in system administration matters;
- Experience with NAEW&C airborne early warning system, other air defence systems, or electronic warfare;
- Working knowledge of relevant international and commercial standards;
- Experience in providing configuration control of software and data in client-server environments;
- Experience with system administration for storage area networks, virtualized environments, and/or enterprise server machines;
- University degree (or equivalent) in related fields;
- Certified MICROSOFT training;
- Qualified advanced training as system administrator for Windows PCs / servers / networks with commonly recognized certification;
- Solid scripting experience with mainly PowerShell to automate repeating tasks;
- Advanced experience in patching (updates) in an enterprise environment with an Endpoint Management product;
- Experience with imaging workstations in an enterprise environment;
- Solid experience with enterprise Antivirus/Antimalware solutions;
- Strong experience with virtualization in an enterprise 24/7 environment;
- Solid understanding of Active Directory and Group Policies;
- Experience with modern Storage Area Network systems;
- Experience with backup solutions contributing to BCP/DRP's.

#### SUPPORTING DOCUMENTATION

Please attach any documentation (proof of highest education, diplomas, certificates, testimonials etc.) that you consider to be particularly relevant to the qualification requirements specified in this advertisement. Any documentation submitted in a language other than English must be accompanied by at least an unofficial translation. Please note that upon taking up duties, candidates will be asked to provide original certificates of their education and professional experience as relevant for this vacancy.

#### CONTRACT

Serving civilian members of NATO will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

Newly recruited staff will be initially offered a definite duration contract of three years. Thereafter, an indefinite duration contract might be offered.

#### SALARY

Salary values indicated in this vacancy notice are based on the new Single Salary Spine scale.

#### WHAT DO WE OFFER?

- Excellent tax-free salary, including (where eligible) expatriation, family and children's allowances and additional privileges for expatriate staff;
- Education allowance for children (where appropriate) and an excellent private health insurance scheme;
- Generous annual leave and home leave (if eligible);
- Retirement Pension Plan.

## TEST/INTERVIEW

Our recruitment team will provide further guidance for invited candidates.

## External Description

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### Description - External

#### BACKGROUND

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## TEST/INTERVIEW

Our recruitment team will provide further guidance for invited candidates.

# Prescreening

## Questions

| Question   | Answer | Required/Asset | Weight |      |
|--|--------|----------------|--------|------|
| 1. Do you have 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?<br>Local, Code: 1716537688952 , Type: Single Answer | Yes    | Required       | 0      | (0%) |
|  | No     | —              | 0      | (0%) |
| 2. If yes, please explain.<br>Local, Code: 1716537688953 , Type: Text Answer   |        |                |        |      |
| 3. Do you possess the following minimum levels of English? Listening and Speaking - Level 3 (Good - Minimum Professional) Reading and Writing - Level 2 (Fair - Limited Working).<br>Local, Code: 1716537688948 , Type: Single Answer  | Yes    | Required       | 0      | (0%) |
|  | No     | —              | 0      | (0%) |
| 4. a) Please describe your English proficiency level in each skill (Listening, Speaking, Reading and Writing)<br>Level 2 - Fair (Limited Working) Level 3 - Good (Minimum  |        |                |        |      |

Professional) Level 4 - Very Good (Fully Professional)  
 Level 5 - Excellent (Bilingual/Native) b) Please shortly explain what proves that your English proficiency level is as stated.

Local, Code: 1716537688950 , Type: Text Answer

5. Do you have the following minimum levels of Standard Automatic Data Processing Knowledge? A) Word Processing - Working Knowledge B) Spreadsheet - Working Knowledge C) Graphics Presentation - Working Knowledge D) Database - Working Knowledge E) eMail Clients/Web Browsers - Working Knowledge F) Web Content Management - Working Knowledge

Local, Code: 1716537688951 , Type: Multiple Answers

|        |          |   |      |
|--------|----------|---|------|
| a) Yes | Required | 0 | (0%) |
| a) No  | —        | 0 | (0%) |
| b) Yes | Required | 0 | (0%) |
| b) No  | —        | 0 | (0%) |
| c) Yes | Required | 0 | (0%) |
| c) No  | —        | 0 | (0%) |
| d) Yes | Required | 0 | (0%) |
| d) No  | —        | 0 | (0%) |
| e) Yes | Required | 0 | (0%) |
| e) No  | —        | 0 | (0%) |
| f) Yes | Required | 0 | (0%) |
| f) No  | —        | 0 | (0%) |

6. Have you been previously assigned to NATO?

Local, Code: 1716537688956 , Type: Single Answer

|     |       |    |      |
|-----|-------|----|------|
| Yes | Asset | 15 | (5%) |
| No  | —     | 0  | (0%) |

7. If yes, please explain.

Local, Code: 1716537688957 , Type: Text Answer

8. Do you have experience working in an international/military environment?

Local, Code: 1716537688958 , Type: Single Answer

|     |       |    |      |
|-----|-------|----|------|
| Yes | Asset | 15 | (5%) |
| No  | —     | 0  | (0%) |

9. If yes, please explain.

Local, Code: 1716537688959 , Type: Text Answer

10. Do you have experience working with contractor firms in system administration matters?

Local, Code: 1716537688960 , Type: Single Answer

|     |       |    |      |
|-----|-------|----|------|
| Yes | Asset | 15 | (5%) |
| No  | —     | 0  | (0%) |

11. If yes, please explain.

Local, Code: 1716537688961 , Type: Text Answer

12. Do you have experience with NAEW&C airborne early warning system, other air defence systems, or electronic warfare?

Local, Code: 1716537688962 , Type: Single Answer

|     |       |    |      |
|-----|-------|----|------|
| Yes | Asset | 15 | (5%) |
| No  | —     | 0  | (0%) |

13. If yes, please explain.

Local, Code: 1716537688963 , Type: Text Answer

14. Do you have working knowledge of relevant international and commercial standards?

Local, Code: 1716537688964 , Type: Single Answer

|     |       |    |      |
|-----|-------|----|------|
| Yes | Asset | 15 | (5%) |
| No  | —     | 0  | (0%) |

15. If yes, please explain.

Local, Code: 1716537688965 , Type: Text Answer

16. Do you have experience in providing configuration control of software and data in client-server environments?

Local, Code: 1716537688966 , Type: Single Answer

|     |       |    |      |
|-----|-------|----|------|
| Yes | Asset | 15 | (5%) |
| No  | —     | 0  | (0%) |

17. If yes, please explain.

Local, Code: 1716537688968 , Type: Text Answer



|  |     |       |    |      |
|--|-----|-------|----|------|
| 18. Do you have experience with system administration for storage area networks, virtualized environments, and/or enterprise server machines?<br>Local, Code: 1716537688969 , Type: Single Answer    | Yes | Asset | 15 | (5%) |
|  | No  | —     | 0  | (0%) |
| 19. If yes, please explain.<br>Local, Code: 1716537688970 , Type: Text Answer  |     |       |    |      |
| 20. Do you hold a University degree (or equivalent) in related field?<br>Local, Code: 1716537688954 , Type: Single Answer  | Yes | Asset | 15 | (5%) |
|  | No  | —     | 0  | (0%) |
| 21. If yes, please explain.<br>Local, Code: 1716537688955 , Type: Text Answer  |     |       |    |      |
| 22. Do you have certified MICROSOFT training?<br>Local, Code: 1716537688971 , Type: Single Answer  | Yes | Asset | 15 | (5%) |
|  | No  | —     | 0  | (0%) |
| 23. If yes, please explain.<br>Local, Code: 1716537867397 , Type: Text Answer  |     |       |    |      |
| 24. Do you have qualified advanced training as system administrator for Windows PCs / servers / networks with commonly recognized certification?<br>Local, Code: 1716537867393 , Type: Single Answer | Yes | Asset | 15 | (5%) |
|  | No  | —     | 0  | (0%) |
| 25. If yes, please explain.<br>Local, Code: 1716537688972 , Type: Text Answer  |     |       |    |      |
| 26. Do you have solid scripting experience with mainly PowerShell to automate repeating tasks?<br>Local, Code: 1722931278353 , Type: Single Answer   | Yes | Asset | 20 | (7%) |
|  | No  | —     | 0  | (0%) |
| 27. If yes, please explain in detail.<br>Local, Code: 1722931278357 , Type: Text Answer  |     |       |    |      |
| 28. Do you have advanced experience in patching (updates) in an enterprise environment with an Endpoint Management product?<br>Local, Code: 1722931278363 , Type: Single Answer                      | Yes | Asset | 20 | (7%) |
|  | No  | —     | 0  | (0%) |
| 29. If yes, please explain how you meet this requirement.<br>Local, Code: 1722931278366 , Type: Text Answer  |     |       |    |      |
| 30. Do you have experience with imaging workstations in an enterprise environment?<br>Local, Code: 1722931278373 , Type: Single Answer   | Yes | Asset | 25 | (9%) |
|  | No  | —     | 0  | (0%) |
| 31. If yes, please explain the level and scope of your experience.<br>Local, Code: 1722931278375 , Type: Text Answer   |     |       |    |      |
| 32. Do you have solid experience with enterprise Antivirus/Antimalware solutions?<br>Local, Code: 1722931278382 , Type: Single Answer  | Yes | Asset | 10 | (3%) |
|  | No  | —     | 0  | (0%) |
| 33. If yes, please explain in detail.<br>Local, Code: 1722931278384 , Type: Text Answer  |     |       |    |      |
| 34. Do you have strong experience with virtualization in an enterprise 24/7 environment?<br>Local, Code: 1722931278391 , Type: Single Answer   | Yes | Asset | 15 | (5%) |
|  | No  | —     | 0  | (0%) |
| 35. If yes, please explain what experience you exactly bring.<br>Local, Code: 1722931278393 , Type: Text Answer  |     |       |    |      |
| 36. Do you have solid understanding of Active Directory and Group Policies?  | Yes | Asset | 10 | (3%) |

|   |     |       |        |        |
|---|-----|-------|--------|--------|
| Local, Code: 1722931278400 , Type: Single Answer  | No  | —     | 0      | (0%)   |
| 37. If yes, please explain in detail.<br>Local, Code: 1722931278402 , Type: Text Answer   |     |       |        |        |
| 38. Do you have experience with modern Storage Area Network systems?  | Yes | Asset | 5      | (1%)   |
| Local, Code: 1722931278409 , Type: Single Answer  | No  | —     | 0      | (0%)   |
| 39. If yes, please explain the level and scope of your experience.<br>Local, Code: 1722931278411 , Type: Text Answer  |     |       |        |        |
| 40. Do you have experience with backup solutions contributing to BCP/DRP ' s ?  | Yes | Asset | 5      | (1%)   |
| Local, Code: 1722931278418 , Type: Single Answer  | No  | —     | 0      | (0%)   |
| 41. If yes, please explain how you meet this requirement.<br>Local, Code: 1722931278420 , Type: Text Answer   |     |       |        |        |
| 42. Please state briefly any special qualifications not covered earlier, any activities or other significant features (to include education and/or experience that exceeds the minimum requirements) which may help in support of your application.<br>Local, Code: 1716537688973 , Type: Text Answer   |     |       |        |        |
| 43. Are you related by blood or marriage, or do you share a local residence with a NAEW&C Force Member? If yes, please add name, Component ID number, kinship. If no, please add N/A.<br>Local, Code: 1716537688974 , Type: Text Answer   |     |       |        |        |
| 44. As you know, working for NATO requires the possession of a valid NATO Security Clearance in accordance with the job requirements as stated in this advertisement. Therefore, before a job offer can be made, selected candidates are required to undergo an in-depth security background investigation with their respective National Authorities (unless a clearance is already available). Do you possess any security clearance? If yes, please provide the type, level and expiry date. If not, are you willing to undergo a background check in case selected?<br>Local, Code: 1716537688975 , Type: Text Answer |     |       |        |        |
|   |     |       | Weight |        |
| Total for Competencies and Questions:   |     |       | 264    | (100%) |

This requisition uses 0 of the 0 competencies and questions from the corresponding prescreening model.

## Competencies

| Competency   | Required/Asset | Min. Proficiency | Min. Experience | Weight |      |
|--|----------------|------------------|-----------------|--------|------|
| 1. Communicate Effectively                                 | Asset          | Intermediate     | 1-3 years       | 1      | (0%) |
| 2. Flexibility   | Asset          | Intermediate     | 1-3 years       | 1      | (0%) |
| 3. Ability to work independently, with minimal supervision | Asset          | Intermediate     | 1-3 years       | 1      | (0%) |
| 4. Display initiative and drive through results            | Asset          | Intermediate     | 1-3 years       | 1      | (0%) |

## Disqualification Questions

| Questions  | Answer  | Result                        |
|--|---|-------------------------------|
| <p>1. Employment on the establishment of a NATO body can only be offered to candidates who are over 21 and under 60 years of age at the time of taking up their appointments: notwithstanding this provision, in exceptional circumstances:</p> <p>a. candidates may be appointed to junior posts in the B and C categories under the age of 21;</p> <p>b. 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.</p> <p>Do you meet this requirement?</p> <p>Global, Code: DQ02.02 , Type: Single Answer , Visible by: All Candidates</p> | Yes   | The Candidate Passes          |
|  | No  | The Candidate Is Disqualified |
|  | Not applicable, I am applying for an internship within NATO | The Candidate Passes          |
|  | Maybe, my situation would need to be reviewed *             | To Be Verified                |
| * If so, please explain why*   |   |                               |
| <p>2. NATO can only employ nationals of a NATO member country (Albania, Belgium, Bulgaria, Canada, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Türkiye, United Kingdom, United States of America). Are you a national of one of those 32 countries?</p> <p>Global, Code: DQ01 , Type: Single Answer , Visible by: All Candidates</p>  | No  | The Candidate Is Disqualified |
|  | Yes   | The Candidate Passes          |