



## **SUPREME HEADQUARTERS ALLIED POWERS EUROPE**

**TALEO Job Number: 250060**

**Vacancy Number: G191/24**

**Post Number: OSC CYMO 0090**

**Job Title: Senior Analyst (Service Level Agreements Quality)**

**NATO Grade: G15**

**Basic Monthly Salary (12 x per year): 6,467.30€, tax free**

**Closing Date: Sunday 9 February 2025**

### **POST CONTEXT/POST SUMMARY**

Supreme Headquarters Allied Powers Europe (SHAPE) provides an integrated Strategic Effects framework, employing a multi-domain and multi-region focus to create a 360-degree approach, with the flexibility to enable, upon direction, a seamless transition from Baseline Activities and Current Operations (BACO) up to the Maximum Level of Effort (MLE). SHAPE supports SACEUR in fulfilling his terms of reference, as directed by the North Atlantic Council.

The Cyberspace Directorate directs monitors and coordinates all Cyberspace Operations (CO), Electronic Warfare (EW), Electro Magnetic Spectrum (EMS) activity and Communications and Information Systems (CIS) functional area activities and staff functions across ACO.

The J6 Cyberspace Division provides the strategic staff functions for cyberspace aspects within ACO's strategic direction, planning and risk management to support NATO-led operations, initiatives, exercises and activities.

The Cyberspace Service Management Branch provides the primary interface for ACO engagement with NATO Communications and Information Agency (NCIA), exercises oversight from operational acceptance of all cyberspace capabilities that deliver Communication and Information Systems (CIS) services and support to ACO, including the centralised service.

The Cyberspace Service Operations Section is responsible for ensuring that the provision and operation of CIS services match to operational and training requirements as they are reflected in Service Level Agreements, in coordination with NCIA Service Delivery Managers and CIS Services Providers, Operational Requirement Holders, Senior Users, ACO HQs, and SDMO as appropriate. The Cyberspace Service Operations Section provides routine assessments and information on CIS service delivery, together with requirements in terms of performance and budget for the development of the Centralized

Service Level Agreement (CSLA), the NATO Centralized CIS Budget (NCCB) and the NATO Centralized Nuclear CIS Budget (NCNCB). The Section leads the development and the execution of the CSLA, the NATO Centralized CIS Budget and the NATO Centralized Nuclear CIS Budget, and supports SHAPE FINAC in the management of those budgets. It acts as the primary interface for ACO engagement with NCI Agency's Service Lines, Account Managers, Service Management and Control staff, Chief Operating Officer Staff, Catalogue Team for all related service management requirements. Coordinates Cyberspace and CIS Operations and Maintenance (O&M) activities with NATO HQ entities, CIS Services providers, SHAPE Divisions, Operational Requirement Holders, ACO HQs. Exercises control over CIS service provisioning organizations. Coordinates activities pertaining to ACO Service Level Management. Represents the Customer for Centralized CIS Services.

This position provides the establishment and administration of Quality of Service monitoring and reporting processes with ACO and CIS Service Provider to ensure operational benefits realization and sustainment, and directs problem resolution and service improvement efforts.

This position regards the negotiation and execution of the CSLA for ACO. This is a task of high complexity requiring a significant level of expertise (reviewing NCIA service rates) and strong communication skills. The incumbent co-chair high-level meetings related with quality of services and service management on an ACO-wide perimeter. The incumbent is providing coordination and guidance to CSLA managers in NATO subordinate commands.

## **PRINCIPAL DUTIES**

1. Initiate and direct budget requirements development, documentation, prioritization and screening for NATO Centralized CIS Budget (NCCB) and NATO Centralized Nuclear CIS Budget (NCNCB); as well as other CIS Centralized Budgets.
2. Participate in the evaluation of all operational Cyberspace requirements (both O&M and NSIP) captured through the medium term resource process).
3. Develop Service Provision Documentation, reporting and actions;
4. Establish and administer ACO CIS Centralized Service Level Agreement (CSLA) processes;
5. Monitor and held to account the service provider for the execution of ACO CIS Service Level Agreements (SLAs);
6. Establish and administer Quality of Service monitoring and reporting processes with ACO and CIS Service Provider to ensure operational benefits realization and sustainment.
7. Identify and update Cyberspace services operational benefits in line with ACO Strategic plans and policies in support of SACEUR's Vision and Mission Set;
8. Orchestrate subordinate commands, NFS and nations to ensure, in coordination with NCIA the delivery of centralized and local services in line with Operational Requirements at the required performance level;

9. Interface with ACT, Subordinate Commands, and CIS Service Providers for service operational requirements, transition and operation; providing coordination, support, direction and guidance.
10. Conduct evaluation of the deliveries/discrepancies between the initial Cyberspace operational requirements and the services delivered to the community of service users;
11. Contribute and develop Operational Impact statement for delays or degraded performances on service delivery.
12. Conduct evaluation of the deliveries/discrepancies between the initial Cyberspace operational requirements and the services delivered to the community of service users;
13. Lead operational risk management and escalate them to ACO strategic risk register as appropriate for Cy services, risks identification, impacts assessment, risks mitigations;
14. Support REM coordinating effort in the domain of common funded resource estimates (MTRP and MTMP);
15. Ensure the link with ACOS J6 role as Senior Customer and relevant stakeholders;
16. Liaise with and align NATO commands on operational requirements and resources required to effectively deliver enterprise cyberspace services;
17. Contribute to the maintenance and evolution of the Service Operational Baseline;
18. Lead and direct Contracted and Temporary Personnel temporarily hired to augment the Cyberspace Service Operations Section capacity;
19. Prepare and coordinate the ACO Customer Service Level Management Coordination Board (ACCB) meetings;
20. Defend Centralized CIS requirements in front of the BC, IS-NOR, WGNT.

### **SPECIAL REQUIREMENTS AND ADDITIONAL DUTIES**

1. The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and without NATO boundaries up to 180 days. The employee may be required to perform a similar range of duties elsewhere within the organization at the same grade without there being any change to the contract.
2. The incumbent may be required to undertake TDY assignments both within and without NATO's boundaries and be willing to work unsocial hours.

### **ESSENTIAL QUALIFICATIONS**

## **A. Professional/Experience**

### Experience

1. Experience in developing/managing Service Level Agreements and Quality of Services in the context of user – provider relationship
2. Experience in CIS service requirement management.
3. Experience in support of CIS services with practical experience in Service Transition, Service Operation, and Continual Service improvement.
4. Experience in CIS services in an international organization or military headquarters.
5. Experience in CIS Budget resource planning, programming, budgeting, and execution as well as in CIS services procurement and contracting.

## **B. Education/Training**

University Degree and 2 years function related experience, or Higher Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 4 years post related experience.

## **C. 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**

### **A. Professional Experience**

1. Experience in budget planning or CIS management within the NATO Enterprise
2. Broad military background and staff experience in major command level HQs, MOD or International/Multinational HQs

### **B. Education/Training**

1. Information Technology Infrastructure Library (ITIL).
2. Project in a Controlled Environment (PRINCE2).

## **ATTRIBUTES/COMPETENCIES**

1. Personal Attributes: Self-starter. Team builder. Is a visionary who can see the various intricacies and interdependencies of several projects simultaneously as well as their impact on the mission. Strong communicator able to convey very technical and complex problems and solutions to a non-technical audience. Owns leadership skills and can efficiently federate stakeholders by demonstrating realism, creativity, and strategic vision.
2. Professional Contacts: The incumbent will have daily dealings with CIS and IT services quality, engaging across ACO and NCIA, ensuring that the Service lines

accurately reflect the need of SACEUR's Missions. Internal contacts at all managerial levels within SHAPE and ACO HQs. External contacts include NATO HQ entities (BC, NOR, WGNT), CIS Services Provisioning Agency (NCIA), Host Nations and others as appropriate. Internal and external contacts are for information, negotiations and discussions. Represents SHAPE J6 Cy to NATO Committees, Steering Groups / Boards and Conferences as required.

3. Contribution to Objectives: Provides a lifecycle approach to CIS Services. Ensures technical coherence across all Centralised Services which support Alliance Operations and Missions.

**REMARKS:**

**Duration of contract:** Pending approval. Serving staff members will be offered a contract according to the NATO Civilian Personnel Regulations (NCPR). Newly recruited staff will be offered a definite duration contract of three years normally followed by an indefinite duration contract.

The salary will be the basic entry-level monthly salary defined by the NATO Grade of the post, 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.

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.

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.

Applicants who prove to be competent for the post but who are not successful in this competition may be offered an appointment in another post of a similar nature, which might become vacant in the near future, albeit at the same or lower grade, provided they meet the necessary requirements.

We believe that all people are capable of great things. Because of this, we encourage you to apply even if you do not meet all of the criteria listed within this job description.

**HOW TO APPLY FOR A NATO CIVILIAN POST AT SHAPE:**

Applications are to be submitted using NATO Talent Acquisition Platform (NTAP) (<https://nato.taleo.net/careersection/2/jobsearch.ftl?lang-en>). Applications submitted by other means (e.g. mail, e-mail, fax, etc) are not accepted.

More information to be found on these links:

[6 Tips for Applying to NATO](#)

[Application Process](#)

Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications. Appointment is subject to obtaining a NS security clearance and a medical certificate.

Remarks:

- a. Only nationals from the 32 NATO member states can apply for vacancies at SHAPE.
- b. Applications are automatically acknowledged within one working day after submission. In the absence of an acknowledgement please make sure the submission process is completed, or, re-submit the application.
- c. Qualified redundant staff of the same grade interested in this post should inform this office, via their HR/Personnel Office by not later than vacancy's closing date.
- d. 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.