TALEO Post Number: 190636
Vacancy Number: B04/0619
Post Number: OCG PIPX 0030
Job Title: Senior Assistant (Resource Analysis - Service Level Agreements)
NATO Grade: B-4
Basic Monthly Salary (12 x per year): 3,869.44 €, tax free
Closing Date: 1 December 2019

GENERAL BACKGROUND:
The NATO CIS Group conducts CIS operational planning and provides deployed/deployable CIS services and support in support of NATO military operations and exercises. The NATO CIS Group Headquarters is located at the Supreme Headquarters Allied Powers Europe (SHAPE).

POST DESCRIPTION:
Location: Casteau/Mons, 60 Km South of Brussels (Belgium)
Division: J5

POST CONTEXT/POST SUMMARY
The J-5 Division is responsible for the development of NCISG overall internal Concepts and Policies, the J5 Division will support Deployable Communication Information Systems (DCIS) Capabilities developments and will lead NCISG activities regarding Implementation and Improvement of delivered DCIS capabilities.

The Capabilities Development/Implementation and Improvements Branch is responsible for the improvement of the DCIS Structure and for direct coordination with other NATO Bodies, and Host Nations on the development and implementation of Capabilities related to DCIS.

The Projects and Fund Management Section is in a supporting role to I&I Section and NCISG Operational Planning, the DCIS Projects and Deployable CIS Equipment Programme (DCEP) Fund Management Section is responsible for ensuring efficient use of DCEP Funds.

The incumbent works as a resource analyst in connection with Service Level Agreements (SLA).

PRINCIPAL DUTIES
The incumbent's duties are:
1. Analyses and executes directions from the Section Head.
2. Assists in the monitoring of the status of NATO Security and Investment Programme (NSIP) projects against plans and requirements during Command, Control and Communications (C3) Capability lifecycle and assists in coordinating with internal and external stakeholders.
3. Assists in the collection, coordination, and consolidation of NATO Deployable CIS (DCIS) Service Operating and Maintenance (O&M) Requirements, including International Staff (IS), Working Group National Technical Expert (WGNTE) and Budget Committee submission.
4. Prepares for and organizes meetings to screen, endorse and finalize NATO DCIS Services O&M. Records minutes, recommendations, and decisions.
5. Reviews, organizes, and completes forms, documents, and templates related to the management, control and execution of the Deployable CIS Equipment Pool (DCEP) budget under direction from Section Head and in coordination with representatives from ACO and NCI Agency.
6. Tracks action items and Requests for Information (RFI) related to Branch coordination with ACO, ACT, IS-NOR, NCI Agency, and NSPA related to the DCEP Budget.
7. Assists in the development and analysis of the requirements to be incorporated into the Medium Term Resource Plan (MTRP) and Budget Submissions.
8. Assists in the verification and certification of the services provided by the NCI Agency in support of the NCISG Deployable CIS Capability.
9. Assists with CIS services resources planning, management and control of DCEP budget as reflected in the DCIS Service Level Agreement to support the provision and operation of DCIS, including the continuous prioritisation with NCI Agency on the activities to be executed to ensure the availability and readiness of the DCIS Capability.
10. Coordinates with the Infrastructure and Improvements (I&I) Section in the monitoring of DCEP Budget execution. Provides input to the Section Head as appropriate to modify plans and produce budget reports.
11. Assists in the development and analysis of the J5 contribution to the SLA review.
12. Assist with the provision of financial resources availability to support the improvement or replacement of existing DCIS systems or components as necessary.
13. Performs other related duties as required.

**SPECIAL REQUIREMENTS AND ADDITIONAL DUTIES**
The incumbent may be required to deploy on operational tasks, or to undertake TDY assignments elsewhere. 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

**ESSENTIAL QUALIFICATIONS**
A. Professional/Experience
1. Minimum two years of experience contributing in the development, improvement and review of SLA.
2. Minimum two years of experience in the Deployable CIS requirements coordination and management.
3. Minimum two years of recent experience in the coordinating, planning and executing DCIS requirement budgets including providing technical advice in support of Budget submissions for screening and approval.
4. Minimum two years of experience in the integration of Capability Packages or other capital investment projects development and lifecycle cost in the resource planning process.
5. Minimum two years of experience in CIS service validation and acceptance in accordance with financial principles and procedures.
6. Demonstrated experience in collecting, analyzing and translating technical information from stakeholders (e.g. service providers, users, etc) into financial requirements / outputs and supporting SLA development accordingly.

B. Education/Training
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.

C. 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.

**DESIRABLE QUALIFICATIONS**

A. Professional Experience
1. Experience in supporting the planning, coordination and monitoring of Deployable CIS activities related to O&M and NSIP project implementation.
2. Knowledge and experience using spread sheets and databases.
3. Recent experience in operating an ERP financial management system.

B. Education/Training
1. University Degree or Master.
2. Resource Management Education Programme (RMEP) or equivalent course.
4. ITIL Foundation.
5. FINs FM/AR.

**ATTRIBUTES/COMPETENCIES**

A. Personal Attributes
The incumbent will need to display a high degree of professionalism and technical expertise in performance of his/her duties. The rapidly changing NATO environment, the delineation of responsibilities between different NATO HQs and Agencies, and the growth of the number and the complexity of user requirements create a requirement to solve numerous complex problems and challenges, which shall require the incumbent to draw upon a comprehensive ability to reason, analyze, act with persuasion and diplomacy. Many of the arising problems will require the ability to analyze complex problems considering varied timelines of the evolution of user requirements and availability of DCIS capabilities. The incumbent’s analyze of these problems, and his resulting actions, will impact the delivery of DCIS capability to meet SACEUR’s operational tasking on a principal and long-term timeline.

B. Professional Contacts
Works collaboratively with colleagues to achieve organizational goals. Frequent contacts with ACO J6, NSB’s, NCIA, and NSPA. Works with host nations, as required, for implementation of projects and improvements and interfaces to existing NATO CIS and associated national networks/systems/networks.

C. Contribution to Objectives
The incumbent will be personally responsible for the precise recording and tracking of DCIS and DCEP budget submissions and subsequent execution. They provide necessary administrative support to Fund Manager and Deputy Fund Manager in the conduct of their duties to fund improvements, O&M, preventative maintenance inspections, and related
activities for DCIS systems operated by NCISG. He will be responsible to ensure high-level user requirements are met and that C&I agency provides appropriate services.

D. Managerial Responsibilities
There are no reporting responsibilities.

REMARKS:
This job is advertised for recruitment purposes in anticipation of formal authorization to offer a contract to the selected candidate. If authorization to offer a contract is not obtained, the selection process will be cancelled with no further obligation to the applicants.

The candidature of NICs who are redundant / unplaced from NCS-A will be given priority consideration provided their CHRM notifies SHAPE Recruitment Section by not later than the vacancy’s closing date.
Tests and interviews are expected to be held at SHAPE on 3 and 4 February 2020.

Duration of contract: 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.

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.

NTAP allows adding attachments. A copy of the qualification/certificate covering the highest level of education required by the job description must be provided as an attachment.

Essential information must be included in the application form. Particular attention should be given to Education and Experience section of the application form. Each question should be answered completely. Expressions such as “please see attached CV, please see annex / enclosed document” or invitations to follow links to personal webpages are not acceptable and will be disregarded. All answers should be in English (preferably) or in French.

Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications.

Current and past civilians working for NATO or any Coordinated Organization, shall indicate their last grade and step held (next to job title), and specify the name of employing NATO body or Coordinated Organization.

Remarks:
A) Only nationals from the 29 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) Candidates' individual telephone, e-mail or telefax enquiries cannot be dealt with. All candidates will receive an answer indicating the outcome of their application.