SCIENCE AND TECHNOLOGY ORGANIZATION

COLLABORATION SUPPORT OFFICE

NOTIFICATION OF A "G10" GRADE VACANCY
OPEN TO NATIONALS OF NATO MEMBER STATES ONLY

Post Title:	Senior Technician (CIS Support)
Grade:	NATO Grade G10
Positions:	2
Duty location:	Paris (Neuilly-sur-Seine), France
Duty start:	New Positions

These positions will be filled subject to final approval of the revised STO/CSO Peacetime Establishment (PE) by the North Atlantic Council (NAC). Approval is expected in the Spring of 2021.

Closing Date:	12 May 2021
Vacancy ref.:	210221

The interview of shortlisted candidates is provisionally scheduled to be held via Video Tele-Conference on 11 or 12 June 2021.

1.   POST CONTEXT AND RESPONSIBILITIES

The mission of the NATO STO is to help position the Nations and NATO's S&T investments as a strategic enabler of the knowledge and technical advantage for the defence and security posture of NATO Nations and partner Nations.

As described in the STO Charter, the STO Collaboration Support Office (CSO) is one of the three executive bodies of the NATO Science and Technology Organization (STO); it is governed by the provisions of the STO Charter (www.sto.nato.int).

Within the framework of the STO Collaborative business model, the CSO provides executive and administrative support to the S&T activities conducted through the STO level 2 committees and level 3 working groups.

Under the authority of the Branch Head (CIS Support), the incumbents carry out the duties of Communications and Information Systems (CIS) Hardware and Software specialised Support Technician. All duties are performed under supervision however the post holders must be capable of acting autonomously in so far as routine tasks and problem solving initiatives are concerned.

The functions of the Senior Technician (CIS Support) consist in:

1.   Liaising with users to resolve level 2 and 3 issues, conducting investigation and resolution of complex issues through the execution of recognised diagnostic techniques, including the use of diagnostic software programs if necessary.

2. Configuration, issuance, recovery and management of CSO Smartphones and Tablets, providing user instructions and continuous support, and monitoring service performance.

3. Installing and updating hardware and software applications on the various CSO networks and Internet where appropriate. Configuring, testing and trouble-shooting issues or requesting external IT contractor assistance if necessary, in accordance with established contracts. Maintaining documentation concerning configuration and change management.

4. Administrating the CIS physical and virtual infrastructure: installation and configuration respecting policy, security, antivirus, backup solution and storage requirements. Managing and monitoring configuration and data back-ups. Back-up planning, programming, execution and archiving. Data retrieval on request.

5. Creating and maintaining user's network and e-mail accounts; e-mail distribution and global address lists.

6. Providing user training and support for equipment and software applications deployed at CSO and on mission (both CIS and Telecommunications). Identification, assessment and recommendation of opportunities to maintain best practice. Proposal of new, and improvements to existing services and applications will be expected. Updating documentation relating to CIS infrastructure, user, administration and installation guides, and operating procedures.

7. Maintaining the CIS inventory application. Equipment identification, location and loan control using tools and applications. Spare part and consumable item stock control. Delivery acceptance for conformity by identifying the various elements and quantities. Hardware includes servers, workstations, VTC equipment and related CIS peripheral equipment and Telecommunications equipment (including wireless and mobile devices).

8. Manning the Service Desk when required. When performing the Service Desk function, determining issues, conducting diagnostics to document, prioritise, resolve or delegate issues.

9. Assisting the Branch Head (CIS Support) and Principal Technician Cyber Security in aspects of Information Security, for example the secure cryptographic equipment. Performing duties of Alternate Cryptographic Custodian.

2.   AUTHORITY

The Senior Technician (CIS Support) reports to the Branch Head (CIS Support).

3.   QUALIFICATIONS

ESSENTIAL

Professional /Experience

a) Broad and sound experience in distributed Information and Telecommunications systems.

b) Sound technical knowledge of both wide and local area networks.

c) Sound knowledge of architectural design as applied to Computer and Telecommunications systems.

Education/Training

Higher Secondary education and completed advanced vocational training in Computing.

Upper-Intermediate knowledge of one of the two official NATO languages and elementary knowledge of the other. The work at the CSO is mostly conducted in English.

DESIRABLE

Professional /Experience

a) Familiar with the NATO Information Security policy.

b) Experience in the design and implementation of complex IT security architectures.

c) Experience with e-business.

Education/Training

Recognized certifications on IT systems/software.

4.   COMPETENCIES

The importance of Communications and Information Systems (CIS) in the operation of the CSO and the STO cannot be underestimated. CIS are not simply used as support tools to assist the CSO Staff in their daily work, but rather as an architecture that underpins the way the CSO and the STO function. The Senior Technician (CIS Support), essential to the operation of the CSO must be reliable, trustworthy, discreet, with high sense of responsibility, showing tact, diplomacy, courtesy and with a pleasant personality. The post holder is willing to take initiatives, possess good judgement, is capable of working in a demanding scientific environment and is flexible in response to changing requirements.

5.   SECURITY CLEARANCE LEVEL

The applicant must be eligible for a NATO COSMIC TOP SECRET security clearance.

6.   WORKING ENVIRONMENT

Open office work environment, with occasional exposure to excessive noise in a Server Room environment. Long working hours and travel abroad are infrequent but expected.

7.   EMPLOYMENT TERMS AND CONDITIONS

The position is at grade G10. The starting basic monthly salary will be Euro 4,543.01 (2021 salary value, subject to future adjustments in accordance with NAC decisions), exempt from income tax. Specific allowances may apply, depending on personal circumstances of the incumbent.

NATO International Civilian employees benefit 30 days of annual leave, life and medical insurance, and a retirement pension plan; expatriated Staff also benefits an expatriation allowance, educational allowance for dependent children and biennial home leave.

In accordance with the NATO Civilian Personnel Regulations, the successful candidates will be offered a definite duration contract of three years, which may, on conditions, be followed by another contract. If a 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 subject to the agreement of the national authority; the maximum period of service in the post as a seconded staff member is six years.

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

The appointment is subject to the receipt by the CSO of a security clearance (provided by the national Authorities of the incumbent) and to the delivery of a certificate of medical fitness by the CSO Medical Advisor.

8.   APPLICATION PROCEDURE

Only nationals of the 30 NATO member countries can apply for this position.

Applications must be submitted as follows, as applicable:

- For NATO serving civilian Staff members only: please apply via the internal recruitment portal (for more information, please contact your local Civilian HR Manager).
- For all other applicants: www.nato.int/recruitment

A Selection Panel will evaluate the applications. Applicants who pass the initial screening will be invited to attend an interview with the Selection Panel via video teleconference (tentative dates 11 or 12 June 2021). Candidates will attach a resume, an application letter and educational qualifications certificates to their NTAP application.

Due to the large number of potential candidates, telephone or email enquiries cannot be dealt with.

Notes: NATO as employer values diverse backgrounds and perspectives and is committed to recruiting and retaining a diverse and talented workforce. NATO welcomes applications of nationals from all Member States and strongly encourages women to apply. According to the NATO Civilian Personnel Regulations, Staff members are appointed on the condition that they are over 21 and under 60 years of age at the time of taking up their appointment. However, appointment 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.