

## **NOTIFICATION OF A CIVILIAN VACANCY AT 1<sup>st</sup> NATO SIGNAL BATTALION**

DUTY LOCATION: WESEL, Germany

JOB TITLE: Senior Technician (Core / Database / DCOI Application Support)

GRADE: NATO International Civilian Grade 12

DUE DATE FOR APPLICATIONS: 11 December 2024

### **Post Context**

NATO Signal Battalion operates, maintains, and sustains Deployable Communication Information Systems (DCIS) to enable command and control (C2) in support of deployed NATO Headquarters and entities during Alliance operations, missions and exercises.

The Maintenance and Support Company (M&S Coy) is responsible for Level 1 and Level 2 CIS support of NATO DCIS and for Level 1 and Level 2 preventive and corrective maintenance of non-CIS equipment.

The Communications and Information Systems Platoon is responsible for Communications and Information Systems (CIS) level 2/2+ CIS support of all Communications and Information Systems (CIS) assets integral to the Battalion.

The Information Systems Administration Section is responsible for installing; operating and Level 2/2+ CIS support of all information systems (IS) integral to the Battalion.

The incumbent is responsible for the management and service support of the assigned Core Information Systems (IS) and Deployable Community of Interest (DCOI) Services in operations and exercises.

### **The Senior Technician (Core / Database / DCOI Application Support):**

- Supervises overall CIS system deployment verifying overall integrity of all systems in full operation.
- Assists the Information Systems and Deployable Community of Interest Applications Engineer to ensure that preparation, operation and maintenance of all DCIS assets is kept at highest standards to allow rapid deployment.
- Helps military technicians in the system deployment, trouble-shooting and day-to-day administration.
- Directs and supports the required level 1+2 – On Job Training (OJT) for all DCM personnel with IS- and level 1DCOI support responsibilities within the Battalion.
- Under the overall coordination of HQ J2/6 and the direction of the IS and DCOI Applications Engineer, responsible for the transition of systems and services to the operational environment.
- Mentor the DCMs in the level 1 DCOI service provision.
- Performs a DCIS-Wide level 2 support role on Core Services, and a level 1 support on DCOI Services.
- Performs and guides Core and DCOI systems tests prior to deployments/exercises to ensure proper configuration and operation of

- assigned systems.
- Performs the investigation and resolution of problems relating to Core and DCOI systems beyond the technical abilities of military technicians and contractors.
  - On deployments to operations, missions or exercises, may supervise technical staff and contractors from NCISG or from external agencies within his specific area of expertise.
  - Responsible for performing backups/recovery of Exercise and Operational systems and data for Core and DCOI Services.
  - Responsible for providing input to the IS and DCOI Applications Engineer and HQ J2/6 for technical requirements for future projects affecting both the HW, SW and configuration of assigned systems.
  - Collects and analyses performance metrics and suggests to the IS and DCOI Applications Engineer and HQ J2/6 possible Service Improvement Plans.
  - In coordination with HQ J2/6 and the IS and DCOI Applications Engineer, contributes to the development of SOP to standardize and harmonize the provision of Core and DCOI Services and assists technicians in the implementation of those procedures as needed.

The incumbent may be required to perform a similar range of duties elsewhere within the organisation at the same grade without there being any change to the contract.

This a mandatory deployment post. The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and outside NATO's boundaries. Such operational deployment may exceed 30 days duration up to 183 days in any period of 547 days, and may be on short notice. For NATO International Civilian Staff, acceptance of an employment contract linked to this post constitutes agreement to deploy in excess of 30 days if required.

The incumbent will be required to undergo a specific NATO provided training path, currently described in the Delegation of Deployable CIS Permissions (DoDCP) SOP, in order to be granted with the appropriate administrative rights enabling the fulfillment of the support level stated under the principal duties of this JD.

**The successful candidate has the following qualifications and experience:**

- English – good – NATO Standard Language Proficiency 3322 (Listening, Speaking, Reading and Writing) in accordance with NATO standard agreement (STANAG) 6001.  
*NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.*

- Completed Secondary education and completed vocational training in a relevant field for this position.
- Minimum three years professional experience in Core Information systems; this includes as a minimum three of the following: Windows Server Operating Systems, Active Directory, Domain Naming, Group Policies, centralized security management of deployed endpoints and Desktop deployment.
- Minimum two years' experience in the operational business processes of applications.
- Minimum three years' experience in Application Support.
- Basic knowledge in Service Management.
- Good knowledge of system interoperability, Firewalls, LAN/WAN and network concepts.
- Three years experience deploying and managing server virtualization technologies.
- Practical experience in creating system documentation and status reports.
- Experience in IT infrastructure management and capacity management.
- Good understanding of storage concepts, and backup/recovery policies.

**Desirable qualifications/experience are:**

- ✓ MCSA, MCSE or equivalent M365 Certification.
- ✓ COMPTIA A+ or COMPTIA SECURITY+.
- ✓ ITIL Foundation.
- ✓ Experience in CIS operational support on NATO exercises.
- ✓ Proven experience in the support of NATO Command & Control and Operations Functional Systems / DCOI Services.
- ✓ Experience in user technical support, Service Desk operations and/or configuration management.
- ✓ Practical experience in the use of modern concepts and accepted industry standards for software engineering development tools (e.g. Unified Modelling Language (UML), Entity Relationship (ER) diagrams, etc.).
- ✓ Experience in management of MS SharePoint and Apache Webserver and Microsoft IIS.
- ✓ Experience in the use of UNIX/Linux systems.
- ✓ Experience in Microsoft Configuration Manager or legacy versions.
- ✓ NATO C4ISR Orientation for Officers (CCC-SM-22206) provided by NATO Communications and Information Academy (NCI Academy).
- ✓ NATO Orientation Course (ETE-MW-3834) provided by NATO - School Oberammergau (NSO).

**Personal Attributes:**

- Very good inter-personal and communication skills.
- Self-reliant, able to think clearly and calmly under pressure

- Team player, at the same time able to think and act independently
- Training and mentoring skills
- Available and willing to travel (TDY + deployments)

The successful selected candidate needs to complete a NATO medical examination and have a NATO security clearance before an employment offer will be released. The medical examination will take place with our medical consultant, is required to determine if the recommended candidate is fit to perform the duties, and is deployable to NATO's areas of operation.

Due date for receipt of applications: 11 December 2024

Candidates have to apply electronically in NATO Talent Acquisition Program:

<https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en>

**Please be aware that a Selection Board will only assess the information provided in the job submission form including the detailed answers to the pre-screening questions. Attachments are supporting documents and should not be referred to in the job submission! Only candidates meeting ALL essential required qualifications will be considered.**

**Results will be communicated in the second part of December 2024; Test & Interviews will be in the second part of January 2025 and will be organized in Wesel, Germany.**