



Job/Post Number: OLC RCMX 0030

Title: Staff Officer (Service Level Agreement)

Division: G6 Division

Clearance Level: NATO SECRET

Grade: G15

Basic Salary: 166,920 TL

Additional Benefits: For other allowances, privileges & tax exemptions see Section 7

NATO Body/Post Location: ACO I Land Command Headquarters, Izmir (Türkiye)

Closing Date: 28 June 2025

1. Post Context/Post Summary

Allied Land Command (LANDCOM) HQ is the Theatre Land Component and Land Advocate responsible for coordinating and synchronizing NATO and Partner Land Forces by enabling land domain readiness, interoperability, standardization, and competency; on order deploys headquarters elements to provide planning, coordination, and command capabilities to Allied forces.

The Support Directorate is responsible for providing LANDCOM with organizational structures, personnel, logistics, communications and information systems and base support.

The G6 Cyberspace Division plans and monitors the provision of communication and information services by the NATO CIS Agency (NCIA) to LANDCOM, it also plans and executes Communications and Information Systems infrastructure and defensive cyberspace operations.

The Communications and Information Systems (CIS) Enablement Branch proposes the Service Level Agreement with NATO CIS Agency (NCIA), monitors the quality of the communications and information services received from NCIA at the Headquarters and CIS Support in exercises and requests remedial to deviations.

The Staff Officer (Service Level Agreement) incumbent is responsible for proposing, developing and coordinating the Service Level Agreement (SLA) and monitoring compliance of the CIS service provider.

2. Principal Duties

The incumbent's duties are:

Responsible for defining, developing, coordinating, monitoring compliance and management of the SLA between LANDCOM and the CIS service provider.

Responsible for negotiating and reviewing the SLA with the local CIS provider and preparation of requests for the revision of SLAs based on new requirements, in accordance with guidance provided by ACOS G6.

Actively participates in the negotiating and contracting process of commercial SLAs and the periodic reviews of these SLAs.

Primary LANDCOM interface with the static HQ CIS service provider for SLA status and quality of service provided.

Coordination of customer related Service Level Management of CIS services to the static HQ.

Responsible for day to day monitoring of CIS systems and services status and coordination of user requirements with the service provider for static headquarters operations.

Analyses and assesses the performance of CIS service delivery in compliance with the agreed service levels and Key Quality Indicators of the SLA.

Identifies systematic deficiencies and provides inputs and advice for improvements and coordinates corrective actions.

Serves as LANDCOM Project Manager for assigned CIS projects related to static HQ operations and service provision.

Responsible for managing LANDCOM's use of Service Desk Express Change Management application.

Interfaces with customers on the performance of services agreed analyses of deviation claims and manages escalation strategies.

Coordinates and leads periodic meetings between CIS service providers (military and commercial) and customer representatives on all issues affecting service levels to static HQ users.

Participates in planning and management of G6 financial resources for CIS investment needs and for contingencies.

Assists in the preparation of the Mid-Year Review and the annual Budget Estimates.

Remains abreast of commercial best practices regarding service provision, specifically Information Technology Implementation Library (ITIL v3) and its applications and limitations in a military environment.

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Represents LANDCOM at various Bi-Strategic Command and Allied Command Operations (ACO) Service Level Agreement related meetings and conferences, as directed by the Branch Head CIS Enablement Branch and ACOS G6.

Functional area funding authority.

Functional area decision authority.

3. Special Requirements and Additional Duties

The employee 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.

The incumbent is required to undertake operation deployments and/or TDY assignments both within and without NATO's boundaries up to 30 days.

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.

4. Essential Qualifications

a. Professional/Experience

(1) Service level management

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.

Skill Level (Enable)

Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.

Experience

Minimum three years' experience related to SLA development, monitoring and management in a large organization.

Experience in analysis and assessment of service provide quality of service versus service levels agreed upon in the SLA.

Experience in writing CIS requirements, agreements, procedures and directives.

Experience in a CIS service continuity and customer relations in a large organization.

Experience in analyzing, assessing and providing advice on CIS systems capability, performance and ability to support a static HQ.

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Experience in Project Management.

Experience in running or supporting a Quality Assurance program.

(2) Quality management

Quality management establishes within an organisation a culture of quality and a system of processes and working practices to deliver the organisation's quality objectives. This involves the application of techniques for the monitoring and improvement of the quality of any aspect of a function, processes, products, services or data. The achievement of, and maintenance of compliance to, national and international standards, as appropriate, and to internal policies, including those relating to quality, service, sustainability and security.

Skill Level (Enable)

Assists projects, functions or teams in planning the quality management for their area of responsibility. Assists in the development of new or improved practices and organisational processes or standards. Facilitates localised improvements to the quality system or services.

b. Education/Training

(auto-generated based on the grade and the NATO Occupational Codes)

University Degree in information technology, information systems engineering or related discipline and 2 years function related experience, or Higher Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years post related experience.

The additional job specific qualifications and experience is described under Professional/Experience paragraph (4/a). In case of ambiguity the required job specific experience have priority over the standard education and training levels

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.

d. NATO Occupational Codes

50641B - Service level management

50653A - Quality management

5. Desirable Qualifications

a. Professional Experience

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Information Technology Infrastructure Library (ITIL) Foundation V3.0.

1. Experience in negotiating and managing SLAs and contracts with military and/or commercial service providers.
2. Experience in translating user operational requirements into CIS requirements.
3. Experience in military and commercial communication systems employment.
4. Previous experience at Communications Operations or Logistics Support.
5. Previous finance or resource management experience.
6. Knowledge and experience in NATO or national finance, resource and/or budget management and procurement.

b. Education/Training

- NATO C4ISR Orientation for Officers (CCC-SM-22206) provided by NATO Communications and Information Academy (NCI Academy)
- Resource Management Education Programme (RMEP) Course (ETE-FI-2708) provided by NATO - School Oberammergau (NSO)
- NATO Orientation Course (ETE-MW-3834) provided by NATO - School Oberammergau (NSO)

c. Language

None specified

6. Attributes/Competencies

a. Personal Attributes

The incumbent must be able to work with little or no supervision as the subject matter expert for SLA and service level quality assurance for the static HQ. The incumbent must display motivation, initiative, and capabilities for planning, organizing, coordinating and controlling complex projects. Good inter-personal and communication skills, negotiating skills and good qualities of tact and judgment are required to enable effective communication with all stakeholders in the CIS delivery processes. Must be able to easily interact with the LANDCOM customer base.

b. Professional Contacts

Coordinates and conducts negotiations of service level agreements, service provision contracts, and memoranda of understanding between the LANDCOM and commercial, NATO, and national civil or military agencies for the provision of quality CIS services in support of static HQ operations. Coordinates with a vast array of end-users and customer representatives, NATO Maintenance and Supply Agency (NAMSA) and the C&I Agency for the definition of requirements and CIS services for

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the LANDCOM static HQ. Maintains professional contacts with contractors, service providers and/or suppliers for establishing local communications capabilities.

c. Contribution to Objectives

Directly contributes to the operational capability of the LANDCOM static HQ to conduct day to day operations, support LANDCOM exercise planning cycle, execution of internal and external Battle Staff Training conducted at the static HQ and perform its role as NATO's Land Advocate through the incumbent's expertise in developing and managing SLAs for provisioning of CIS services. Incumbent's decisions - in conjunction with the service provider - involve technical risks and the expenditure of significant funds and directly impact on the efficiency and effectiveness of LANDCOM activities. Without these contributions, the LANDCOM's ability to meet its key tasks would be severely diminished or could fail.

d. Supervisory Responsibilities

There are no reporting responsibilities.

e. Position Reporting

This post reports to:

OLC RCMX 0010 - Branch Head (Communications and Information Systems Enablement) - OF-4

This post does not deputises anybody.

This post is not deputised by anybody

7. Additional Information

a. Allowances

Members of the staff who fulfil the conditions of eligibility laid down in the Civilian Personnel Regulations shall receive the appropriate allowances/supplements. Some of the allowances are installation allowance, expatriation allowance, family allowance and education allowance. Please refer to Chapter VII of [the Civilian Personnel Regulations](#) for details.

b. Privileges & Tax Exemptions

In line with the bilateral agreement, the NATO International Civilians who are neither Turkish nationals, nor permanent residents in Türkiye are granted various privileges and tax exemptions (covering purchase of motor vehicles, motorcycles, caravans, trailers, fuel, household furnishing and appliances and other similar items).

c. Contract

The successful candidate will receive a three-year definite duration contract, which may be followed by an indefinite duration contract. Also, the first 6 months of the employment is considered as the probationary period during which the performance

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of the incumbent is assessed. The definite duration contract will be confirmed only after the incumbent receives a “good” or “above good” performance evaluation in the probationary period.

d. How to Apply

In order to apply for this vacancy, please visit the platform at: <https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en> and search for vacancies within Land Command HQ.

Note that once you created your profile, you will be able to use it to apply for other vacancies within NATO.

e. Employment Pre-Requisites

Candidates are invited to submit their applications only if:

- They are nationals of a NATO member country
- They are over 21 and under 60 years of age at the time of taking up their appointments. 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.

Notice for candidates: LANDCOM is undergoing a reorganization that might affect the job description of this post.

f. Allied Land Command

LANDCOM is the Theatre Land Component and Land Advocate responsible for coordinating and synchronizing NATO and Partner Land Forces by enabling land domain READINESS, INTEROPERABILITY, STANDARDIZATION, and COMPETENCY; stands ready to deploy headquarters elements to provide planning, coordination, and C2 capabilities to Allied forces.

For history of LANDCOM, please refer to this link: [Allied Land Command - History \(nato.int\)](#)

g. Izmir

Izmir is Türkiye's third largest city and one of its largest ports. It is located on an important commercial route with its 13 industrial areas and 2 free zones. With its multi-directional manufacturing facilities, rich natural resources and high quality of life; Izmir is a prominent city both in Türkiye and the world. Izmir demonstrates development in terms of exportation, an important indicator of economy. This qualification provides advantage to Izmir to compete socially and economically, to develop capacity and to accommodate.

For more information: [Izmir - Wikipedia](#)

8. Additional Remarks

- a) All applicants are reminded that if hired, to reside here, all members including their dependents must comply with Host Nation requirements and definitions regarding residency.
- b) 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.
- c) 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.
- d) 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.
- e) 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.