SUPREME HEADQUARTERS ALLIED POWERS EUROPE

TALEO Job Number: 200504
Vacancy Number: B04/0520
Post Number: OSC RHDS 0040
Job Title: Staff Assistant (Administration)
NATO Grade: B-5 / NATO Grade 12
Basic Monthly Salary (12 x per year): 4,449.34 €, tax free
Closing Date: 12 July 2020

SHAPE is looking for a Staff Assistant (Administration) to administer its Human Resource Data Services database applications. If you have deep knowledge and experience with modern generation structured database programming language and possess previous administrative experience, this post may be ideal for you.

GENERAL BACKGROUND:

SHAPE, the Supreme Headquarters Allied Powers Europe, is the Headquarters of Allied Command Operations (ACO), one of the two major military commands of the North Atlantic Treaty Organisation (NATO). ACO safeguards an area extending from the northern tip of Norway to the eastern border of Turkey. This equates to nearly two million square kilometres of land, more than three million square kilometres of sea, and a population of about 320 million people.

POST DESCRIPTION:

Location: Casteau/Mons, 60 Km south of Brussels (Belgium)
Division: J1

Post Context/Post Summary
SHAPE is the strategic level command responsible for the planning, preparation, conduct and execution of NATO operations, missions, activities and tasks as directed by Council in order to achieve the strategic objectives of the Alliance.
The Strategic Enablement Directorate directs monitors and co-ordinates the implementation of IRM activities and staff functions at all levels of command across ACO.
J1 Division is responsible for ensuring capable manpower and personnel directives, and management across ACO.
The Human Resources Data Services (HRDS) Branch provides HRDS systems business management and support to the NCS and other participating NATO organizations.
The Business Support Section manages applications, data, and accounts.
Incumbent is assistant responsible for the administration of HRDS applications.

**Principal Duties**
The incumbent's duties are:
1. Acts as the centre of expertise for HRDS SQL Database Administration and Development.
2. Development and generates database objects and reports in support of NATO-wide HRDS user community.
3. Supports the data administration of HRDS systems.
4. Supports the HRDS Application Manager in the collection of requirements from the user community and the establishment and update of User requirements and specifications.
5. Supports the HRDS Application Manager in advising to the HRDS Board on support aspects of HRDS Databases including implementation, operation, data migration and problem correction.
6. Supports HRDS fielding and acceptance tests, focusing on user requirement compliance.
7. Acts as HRDS System Support Manager for the HRDS Systems, providing user “help desk” and on-site assistance. Coordinates with the IT Service Provider and the HRDS Systems’ Vendors for bug fixing and problem resolution in general.
8. Performs data management for HRDS, including back-up procedures and integrity checking.
9. Assists the HRDS Application Manager in all his/her duties.
10. Responsible for covering the HRDS Accounts manager duties during long periods of absence.
11. Conducts regular audits of HRDS Data and accounts to ensure correct usage and conduct.
12. Responsible for conducting analysis and producing reports to support protection of Personal Data held in HRDS.
13. Deputizes the HRDS Application Manager during periods of absence.
15. Supports the HRDS Application Manager in tasks assignments and prioritization.

**Special Requirements and Additional Duties**
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. At least 5 years related professional experience over the past 8 years in a medium to large (>500 users) distributed organisation (>2 geographically disbursed locations).
2. At least 2 years experience as a database designer and developer with at least 1 year experience using Microsoft SQL 2012 (or later) in the past 5 years. Experiences must include working with a minimum of six different databases residing on at least two clusters of two different database servers across two or more network environments.
3. At least 1 year experience in the past 5 years as a database administrator (DBA) using Microsoft SQL 2012 (or later). Experiences must include administering databases in a high-availability environment that replicates data across multiple networks.
4. At least 1 year experience in the past 5 years combined as team member delivering formal information technology projects whose size and complexity are applicable to the organisation as a whole.
5. At least 1 year experience in the past 5 years as a helpdesk technician (or similar) working with users deskside and remotely.
6. At least 1 year related professional experience in the past 5 years in an international or national governmental organisation.
7. At least 1 year related professional experience supervising personnel.

B. Education/Training
Higher Secondary education and completed higher vocational training leading to a formal technical or professional certification with 3 years function related experience or Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 5 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. At least 3 years’ experience in the past 5 years as a database developer using Microsoft SQL 2012 (or later).
2. At least 1 year experience in the past 5 years supporting or using any of ACO’s current HRDS systems.
3. At least 1 year experience in the past 5 years as a SharePoint 2013 (or later) administrator.
4. At least 2 documented instances delivering a project in accordance with an Agile method, such as SCRUM.
5. At least 1 year experience using a formal trouble ticketing system.
6. At least 1 year experience administering a Human Resources database system.
7. At least 1 year experience in the past 10 years in a NATO position that required use of NATO’s Manpower Policy and Procedures directive, MC 216/4 (AAP-16D).
8. At least 1 year experience as QA Software tester.

B. Education/Training
A university degree and 3 years function related experience.

Attributes/Competencies
A. Personal Attributes
The incumbent must exhibit negotiating and diplomatic skills in dealing with senior staff of external agencies and with contractors. A high level of tact will be required in the course of dealing with Users at Headquarters and Agencies to change long entrenched traditional methods of manpower and personnel management. Above all, the incumbent will have to exhibit team player and team management skills, and be able to delegate. Whilst dealing tactfully with customers, the Accounts Administrator must nevertheless maintain a firm control of account access permissions in accordance with approved policies. At the same time, he/she must be able to use knowledge and initiative to help customers to solve their system access problems.

B. Professional Contacts
The incumbent will routinely interface with the following:
1. Users at all professional levels, providing advice, guidance and information on HRDS issues.
2. With system contractors at managerial and engineer level concerning the technical support to the system throughout its lifetime.
3. NATO technical staff providing life-cycle support to HRDS system(s).

C. Contribution To Objectives
The incumbent will contribute to the development of HRDS Application and process workflows to support the utilisation of manpower and military personnel management systems across NATO.
The incumbent shall also contribute to the development of HRDS policy as it related to technical issues of application use.
In managing the technical aspects of system implementation, the incumbent will help to ensure that the system is implemented and operated in accordance with all user requirements and technical specifications.
This post reports to OSC RHDS 0020 - Application Manager
There are no reporting responsibilities.

REMARKS:
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.

Given the COVID - 19 situation the selection process for this post will proceed in phases at dates to be fixed according to the evolution of current limitations. On-line testing might be considered.
Selected candidate is expected to start employment as soon as possible after the 1st of August 2020.

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 30 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.