



## **SUPREME HEADQUARTERS ALLIED POWERS EUROPE**

**TALEO Job Number: 250470**

**Vacancy Number: G02/25**

**Post Number: OSC ZSSI 0021**

**Job Title: Staff Assistant (printing Technician)**

**NATO Grade: G8**

**Basic Monthly Salary (12 x per year): 4,051.52 €, tax free**

**Closing Date: Sunday 6 April 2025**

### **POST CONTEXT/POST SUMMARY**

SHAPE is the strategic level command responsible for the preparation, planning, 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 Management Directorate (MGT), on behalf of the Chief of Staff (COS), directs the daily HQ staffing, workflow and protocol activities, and provides essential support services and facilities management across the SHAPE campus. The Management Directorate also acts as the primary conduit for liaison with National Military Representatives (NMRs), and for securing host nation support through representation at the Comité Interministériel pour la Politique de siège (CIPS).

Base Support Group (BSG) is responsible to SACEUR through the SHAPE Chief of Staff and Deputy COS Management for ensuring an adequate infrastructure exists to support the operational requirements of all NATO and NATO related entities located within SHAPE, while also satisfying duty of care standards.

The Base Support Branch (BSM) Branch is responsible to the COM BSG for providing overall management support and co-ordination in all branches within BSG through the Plans and Coordination Section, for the provision of services related to courier, linguistic, reprographics, space allocation, and military library for the SHAPE Staff and tenant units located at SHAPE.

The Reprographic (REPRO) Services Section is responsible to the REM Branch Head for providing centralized high quality design, production and reproduction services for forms, publications, and support related activities.

### **PRINCIPAL DUTIES**

The incumbent's duties are:

- 1) Operation of all printing, reprographic and graphic equipment, including hardware and software:
  - a) Identify and resolve any technical issues;
  - b) Take care of the regular routine repairs including replacements such as new cartridges, waste toners, finishing units consumables etc;
  - c) Place order for additional parts and supplies to refill the inventory;
  - d) Maintain and ensures the proper function of printers (standalone and network), scanners and any other printing related hardware.
- 2) Timely reset of work orders (Operate print machinery and equipment to produce a variety of printed goods according to order specifications. They ensure that the printing is done efficiently, safely, and on time);
- 3) Compliance with quality requirements (Ensure optimum operating condition (color calibration, color/paper profile management, work area conditions etc.) ;
- 4) Compliance with Health and Safety regulations;

### **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 work is normally performed in a Normal NATO office working environment.

The risk of injury is categorised as No Risk.

### **ESSENTIAL QUALIFICATIONS**

#### **a. Professional/Experience**

- 1) The incumbent must have skills to produce books or high quality printouts and all the necessary work in graphic reproduction;
- 2) Have experience and in-depth knowledge of the processing of digital documents, digital printing on high-volume networked printers and finishing on this type of machine, as well as traditional finishing techniques (stitching, stapling, folding);
- 3) Have a good knowledge of modern duplication machines (e.g. high-volume photocopiers), their operation and capabilities, and have in-depth knowledge of digital printing techniques and the possibilities they offer;

#### **b. Education/Training**

Secondary education and completed basic vocational training leading to a professional qualification with 3 years post related experience.

#### **c. Language**

English - SLP 3322 - (Listening, Speaking, Reading and Writing)

### **DESIRABLE QUALIFICATIONS**

#### **a. Professional Experience**

- 1) Knowledge of Basic Networking, color management and calibration, paper management and calibration, bindery and finishing possibilities, knowledge in any impose/ripping software linked to the production printers.
- 2) Profound knowledge of operation of printing, reprographic and graphic equipment, including hardware and software.
- 3) Experience in the maintenance of printers and plotters.

### **ATTRIBUTES/COMPETENCIES**

• **Personal Attributes:** The post holder must work on their own initiative and be able to manage problems as and when they occur. They must be able to work under considerable pressure providing real time solutions based on knowledge and experience. The ability to be decisive, adaptable and to prioritize is essential in accomplishing the various duties of the post together with being service minded

Problem Solving:

a. Diversity and Range of Duties: The work has a range of duties but they are all specifically related to the operation of printing, reprographic and graphic equipment.

b. Type of Problem/Degree of Challenge: Assist and facilitate customer friendly in-processing process.

c. Degree of Guidance Available: Works independently under broad direction.

• **Professional Contacts:** Maintains internal contacts normally at a branch or higher level, the incumbent maintains external contacts with firms, shops and industries to coordinate equipment maintenance, acquire products information on latest technology and procedures, as well as the procurement of specialized supplies. These tasks require a high degree of diplomacy, knowledge, expertise, and a thorough understanding of graphics and photo operations.

• **Contribution to Objectives:** Provides input to Section Head to facilitate the overall accomplishment of the section goals and objectives and ensures high quality and fast service.

## **REMARKS:**

**Duration of contract:** Pending Approval. 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.

The salary will be the basic entry-level monthly salary defined by the NATO Grade of the post, which may be augmented by allowances based on the selected staff member's eligibility, and which is subject to the withholding of approximately 20% for pension and medical insurance contributions.

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.

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.

Applicants who prove to be competent for the post but who are not successful in this competition may be offered an appointment in another post of a similar nature, which might become vacant in the near future, albeit at the same or lower grade, provided they meet the necessary requirements.

We believe that all people are capable of great things. Because of this, we encourage you to apply even if you do not meet all of the criteria listed within this job description.

## **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.

More information to be found on these links:

[6 Tips for Applying to NATO Application Process](#)

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.

### **Remarks:**

- A. Only nationals from the 32 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. All candidates will receive an answer indicating the outcome of their application.
- 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