

DISCLAIMER: Please note this Project Linked NATO (PLN) International Civilian Agenda 2030 post is pending Budget Committee's approval.

TITLE: PLN Agenda 2030 Staff Assistant (Cyber SITAWARE and VTC)

GRADE: G-12 (B-5)

DIVISION: J6 Cyberspace

DIRECTORATE: SUPPORT

SECURITY CLEARANCE: NATO S E C R E T

EMPLOYMENT CONTRACT: 3-year definite duration contract

1. Post Context/Post Summary

Headquarters Allied Joint Force Command Naples is a Joint Headquarters, operating at the Operational Level, capable of executing effective command and control over assigned forces in order to achieve Operational effects in an assigned Joint Operating Area. As a Joint Force Command the relationships with other NATO Command Structure and NATO Force Structure Component Command Headquarters will change between baseline activities, crisis and conflict. It also provides Joint competencies to assigned NATO Force Structure Headquarters tasked to deploy as Joint Task Force Headquarters

The Support Directorate is responsible for planning, directing, monitoring, assessing and coordinating support staff functions.

The J6 Cyberspace Division is responsible for developing plans, policy, and procedures for Communication & Information Systems (CIS) support of JF HQ missions in static, deployable or in deployed operations.

The Cyber Branch will directly align all functional Cyber activities under the Communication & Information Systems (CIS) division and will ensure top to bottom approach providing a robust CIS support relationship between the strategic and operational level HQs.

2. Principal Duties

The incumbent's duties are:

Monitor, retrieve, collect and record Cyberspace related data and information from multiple sources focusing on incidents.

Provide level appropriate CIS Situation Awareness as a service to multiple events as operationally required.

Contribute to the management of Cyber Incidents.

Monitor VTC calendars for VIP scheduled VIPs activities across all multimedia rooms and JOC. Assist in troubleshooting devices and system.

Perform routine services verifications and any required adjustments to equipment operating configurations.

Maintain assigned user equipment, identify system issues, open incidents to appointed authority and assist troubleshooting when requested.

Visually inspect tools, equipment, or machines.

Propose upgrades and/or modifications to CIS and audiovisual infrastructure and usage procedures.

Coordinate a small team of technicians.

Direct NCI Agency CSU on Video Service Delivery.

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 out of NATO boundaries.

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. Education and Professional Experience

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.

Working knowledge of Network Monitoring Tools (e.g. NAGIOS).

Working knowledge of Network Alert Tools (e.g. Desktop Alert).

Working knowledge of major manufacturer equipment and applications:

- Polycom
- Cisco (Tandberg, Basic Telephony, Telepresence),
- Microsoft Windows Desktop OS,
- Microsoft Office including Collaboration Services.

Experience working with trouble tickets.

Generalized experience operating and supporting AV equipment (Projectors, Video walls, Screens, Desktops, Peripherals, AV matrices, mixers).

Experience in scheduling, management of technical services, events, audio-visual equipment, and associated facility operations.

Relevant experience with telecommunication cabling and audiovisual cabling.

ITIL foundation certification.

Experience working in a Government / Military environment.

c. Language

English - SLP 3322 - (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.

5. Desirable Qualifications

a. Professional Experience

- Experience in cyber defense and project management (PRINCE2 certification preferred).
- Knowledge of INFOSEC, cyber, and CIS concepts, policies, and architectures.
- Solid CIS technical background.
- Working knowledge of NATO Real-time Alert Systems (e.g. JOCWATCH, JCHAT).

b. Education/Training

- Cyber Incident Handling & Disaster Response Course (COP-CD-31395) provided by NATO - School Oberammergau (NSO)
- Network Security Course (COP-CD-31369) provided by NATO - School Oberammergau (NSO)

6. Attributes/Competencies

- Personal Attributes: The incumbent works autonomously within the constraints of applicable policies, directives and guidance provided by supervisor, and shall be able to professionally communicate and interact with users (e.g. military, civilian and contractors).

The incumbent must demonstrate strong integrity skills, related with conducting security risk assessments for defined business applications or IT installations.

In addition to integrity, flexibility, and discretion, must possess planning critical thinking skills, and commitment. Must be able to set priorities and recommend changes aimed at improving CIS system.

Frequently works under pressure, works long/irregular hours carrying high workload.

- Professional Contacts: The incumbent is required to interact with staff, divisions, supervisors and supported entities of JFCNP.

Maintains professional contacts with CG and other JFCNP related stakeholder.

When requested, represent JFC Naples in meetings or boards concerning CIS training management or budget.

- Contribution to Objectives: The incumbent is required to interact with staff, divisions, supervisors, supported entities and other NATO bodies regarding CIS Cyber incidents.

There are no reporting responsibilities.

This post reports to: Staff Officer (Plans and Operations Cyber) - OF-3. This post does not deputises anybody. This post is not deputised by anybody.

7. Remarks

The professional context of the subject post is in line with a recent JFCNP-initiative with which an 'Out Of Cycle PECR for J6 Cyberspace Division' submitted to SHAPE as of 5 July 2023 (JFCNP/SPT/J1/IS/23-6791). As per the proposed organizational structure, this post would be part of a Cyber Situation Awareness Section (proposed as OJS OCCS), part of a wider Defensive/Offensive Activities & Situational Awareness (DOASA) Branch (proposed as OJS OCCX). In this newly proposed context, the post would report to the Cyber Situation Awareness Section Head, OJS OCCS 0010. Understanding that the staffing of such PECR may take time, the post is hereby presented to report for the time being to the post OJS RCCX 0070, Staff Officer (Plans and Ops Cyber).

CONTRACT

The successful candidate will be offered a 3-year definite duration contract within the NATO Agenda 2030. The basic entry-level monthly salary for a NATO Grade 12 (B-5) in Italy is Euro 4,771.39 which is exempt from national taxation, and which may be augmented based on the selected candidate's personal status.

INSTRUCTIONS TO APPLY:

HQ JFC Naples uses NATO Talent Acquisition Platform. 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 HQ JFC Naples with duty location Naples, Italy.

Please attach relevant certificates to the application. Note that once you create your profile, you will be able to use it to apply for other vacancies within NATO.

Please note:

Staff members are appointed to and hold posts on the establishment of a NATO body only on condition that:

- 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.

ADDITIONAL INFORMATION:

A NATO security clearance and approval of the candidate's medical file by the NATO Medical Advisor are essential conditions for appointment to this post. Applicants are not required to possess a clearance at the time of applying, but they must be eligible for a clearance. HQ JFC Naples will take action to obtain the required security clearance from the successful candidates' national authorities.

The selected candidate will be affiliated to the NATO Defined Contribution Pension Scheme (DCPS) system. For information, please visit <https://www.nato.int/cps/en/natolive/86790.ht>