



VACANCY NOTIFICATION

System Administrator and Network Technician, Intelligence, Surveillance and Reconnaissance Development Centre (ISRDC) (220505)

PRIMARY LOCATION Germany-Ramstein-Miesenbach

NATO BODY NATO International Staff (NATO IS)

SCHEDULE Full-time

APPLICATION DEADLINE 24-Jul-2022

SALARY (PAY BASIS) 4,608.00Euro (EUR) Monthly

Grade NATO Grade G12-G14

Clearance Level CTS

DESCRIPTION

1. SUMMARY

The BICES Group Executive (BGX), a NATO entity, is the executive body of the BICES Group (BG). The BG exists to enable the sharing and exchange of Intelligence and Information between and amongst the NATO nations, with NATO, and with other non-NATO nations and Organizations. The BGX, under the leadership of the Director, is comprised of the following pillars: Intelligence and Enterprise Services (IES) Division, Programmes, Engineering and Maintenance (PEM) Division, Operations and Security Services (OSS) Division and Intelligence, Surveillance and Reconnaissance (ISR) Cell. The ISR Cell is established and funded by the BICES ISR Community through the BICES ISR Working Group (BISRWG). The BISRWG coordinates and directs the establishment of a BICES integrated capability for multinational federated ISR Processing, Exploitation and Dissemination (PED), ensuring interoperability and integration with NATO capabilities in support of national, NATO and non-NATO operations.

The ISR Cell is located in the BGX at NATO Headquarters in Brussels, Belgium, and the BICES ISRDC in the European Partner Integration Enterprise (EPIE) at Ramstein Air Base, Germany.

The ISRDC is a forward detachment of the BICES ISR Cell and the ISRDC team will work alongside EPIE to coordinate BICES ISR Nations' efforts to conduct federated Tasking Collection and PED (TCPED) and to develop future operational and technical capabilities. The team will coordinate with NATO Air Command (AIRCOM), the 603rd AOC, and DGS-4 to contribute to NATO and multinational Joint ISR and federated PED activities, and for the development of agreed standards, Concept of Operations (CONOPs) and Tactics, Techniques and Procedures (TTPs).

Under the direction of the ISRDC Team Lead and Operations Coordinator and the supervision of the Communications and Network Engineer, the incumbent performs tasks in execution of the BISRWG Programme of Work (POW). S/He maintains a functional dependency from the BGX Operational Authority and fulfils security and operational requirements when managing and administering ISR Systems within the Ramstein EPIE Point of Presence (POP), the BGX Element and the Central Node. S/He acts as a conduit of technical information between the ISRDC and EPIE and cooperating with EPIE staff. The work is performed in a typical Secure Facility environment where slightly undesirable conditions may apply. The risk of injury is categorized as: Light Risk of Injury. In a combined effort, technicians provide support to services and systems on a 24/7 basis, thus are subject to on-call and overtime duties after normal working hours.

2. QUALIFICATIONS AND EXPERIENCE

Essential

The incumbent must:

- have successfully completed education to the higher secondary level; or equivalent level of qualification;
- have at least six years of professional experience as a Systems Administrator with background in both Microsoft Windows and Linux platforms;
- have experience in supporting and operating ISR focused services, specifically STANAG 4559 edition 4 based Coalition Shared Data (CSD) services (product library, streaming services, SPS++ ISR Workflow process);
- be able to understand, assess and solve technical issues in a troubleshooting environment, under pressure and time constraints;
- have experience in deploying and testing hardware, software and network based infrastructure;
- have knowledge of implementing and testing scalable and fault-tolerant software solutions and IT platforms in secure environments;
- be able to draft and maintain documentation of a technical nature;
- have knowledge of communication protocols (routing and routed), firewalls, encryption devices and common network architectures that leverage these technologies;
- have thorough knowledge of internet protocols, including; SNMP, SMTP, HTTP/HTTPS, SSH, LDAP;
- be able to design, deploy and test a VPN for connecting and operating remotely;
- possess level V (Advanced) of the English language.

Desirable

The following will be considered an advantage:

- experience in Military and Coalition Operations;
- experience with installation, support, configuration, and troubleshooting on the STANAG 4559 ed. 4 CSD services used within the BGX, NATO and BICES ISR community;
- experience with ISR services interfaces between STANAG 4559 based systems and non-STANAG 4559 ISR systems;

- experience with Information Exchange Gateway solutions supporting ISR service interfaces between different classification level networks;
- experience with storage, access, problem reporting and change control of CIS;
- knowledge with the application of status accounting and auditing, in line with acknowledged external criteria such as ISO 9000, 9001 and 9004 throughout all stages of the CIS' life cycle;
- excellent knowledge on VMware solutions (vSphere Client, vCenter Server, ESXi);
- certification on IT industry/service provider standards, (e.g. ITIL);
- familiarity with BICES systems and procedures.

3. MAIN ACCOUNTABILITIES

Expertise Development

Support upgrade, modification and optimisation of the BICES network and communications systems for ISR operations. Participate in networking capacity management, system utilization and lifecycle effectiveness studies, to recommend solutions and implementation plans. Upgrade, change and modify ISR application services, such as system utilizations and limitations of operational devices. Collect, analyse and forward proposals for service and technical underpinning to the ISRDC Engineer and ISR Cell Architect. Support nations in fielding and testing ISR capabilities, provide technical advice and troubleshooting including experimentation networks and domains. Conduct Security Test & Validations (ST&V) of national implementation of ISR and IT related systems against reference tools established in the BICES ISR baseline. Stay abreast of technological developments relevant to the ISR area of work.

Information Management

Ensure all technical and service oriented documentation are prepared, properly stored and kept up-to-date in coordination with the BGX OSS and PEM technical divisions. Execute configuration management responsibilities, drafting and maintaining the technical reference configurations for networks and communication services. Act as Configuration Librarian for all hardware and software in support of ISR. Support the BGX Configuration Manager, documenting ISR communications services, including security boundary devices. Review and test Standard Operating Procedures (SOPs), ensuring accuracy and standardization of implemented procedures. Collect and validate ISR systems and services performance metrics in order to optimise performance with OSS and PEM.

Planning and Execution

Support, maintain, update and modify system management and monitoring services. Install, integrate, programme, operate and maintain systems and services implemented at the BICES PoP at EPIE, and its interconnection to the BGX element and BGX central node. Administer system servers HW and SW, with the BICES Operations Centre (BOC) Service Desk (STANAG 4559 CSD systems and services); MS Windows Servers and LINUX based systems with associated services. Support installation, monitoring and servicing of network and communications systems, including overseeing IP management, routers, switches, crypto equipment and security boundary devices.

Resolve ISR-related IT network and communications incidents and customer requests in coordination with the BGX OSS, including, timely 1st, 2nd and 3rd level support for communication services. Support the installation, integration, configuration, operation and maintenance of voice, video/VTC related devices and services in order to assure the proper support to VTC meetings. Support the Event and Problem Management processes for ISR services. Execute preventive maintenance plans for server, systems and software components for ISR capabilities. Provide support during the periodic Business Continuity and Disaster Recovery plans in maintenance of the Alternate BOC infrastructure and services. Report relevant findings and make recommendations for improvements.

Project Management

Provide system and network/communications support to BICES ISR operations, tests, trials or exercises as decided by the BISRWG to facilitate future implementation of tools or services within the operational, exercise and test environments.

Stakeholder Management

Promote and maintain professional relations with officials, both military and civilian, within nations and NATO as required. Coordinate troubleshooting response actions for technical issues of ISR services with the BGX Service Desk and Communications Technicians. Provide advice and coordinate with other BGX System Administrators, Service Desk Operators, Communications Technicians, Information Assurance Officers and Engineers for server and application services and technical assets. Coordinate with the ISR Cell and BGX OSS and PEM Divisions, Systems Technicians for ISR-related issues. Work effectively with the EPIE and ISR Cell technicians.

4. INTERRELATIONSHIPS

The incumbent reports to the ISRDC Team Lead and Operations Coordinator and performs her/his tasks under the technical oversight of the ISRDC Communications and Network Engineer. S/He coordinates and interacts with other BGX and ISR staff as required and in particular with staff from the OSS and PEM Divisions.

5. COMPETENCIES

- **Achievement:** Works to meet standards.
- **Analytical Thinking:** Sees basic relationships.
- **Customer Service Orientation:** Takes personal responsibility for correcting problems.
- **Flexibility:** Acts with flexibility.
- **Initiative:** Is decisive in a time-sensitive situation.
- **Organizational Commitment:** Supports the Organization.
- **Self-Control:** Responds calmly.
- **Teamwork:** Expresses positive attitudes and expectations of team or team members.

6. CONTRACT

Contract to be offered to the successful applicant: Definite duration contract of three years; possibility of renewal for up to a further six years in 3-year increments; possibility of an indefinite duration contract thereafter.

Contract clause applicable:

The maximum period of service foreseen in this post is 9 years. The successful applicant will be offered a 3-year definite duration contract, which may be renewed for a further period of up to 6 years, in 3-year increments which may be followed by an indefinite duration contract.

If the successful applicant is seconded from the national administration of one of NATO's member States, a 3-year definite duration contract will be offered, which may be renewed for a further period of up to 6 years, in 3-year increments, subject also to the agreement of the national authority concerned. The maximum period of service in the post as a seconded staff member is nine years. Serving staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

NOTE: Irrespective of previous qualifications and experience, candidates for twin-graded posts will be appointed at the lower grade. Advancement to the higher grade is not automatic, and will not normally take place during the first three years of service in the post. Under specific circumstances, serving staff members may be appointed directly to the higher grade, and a period of three years might be reduced by up to twenty four months for external candidates. These circumstances are described in the IS directive on twin-graded posts.

7. RECRUITMENT PROCESS

Please note that we can only accept applications from nationals of NATO member countries.

Applications must be submitted using e-recruitment system, as applicable:

- For NATO civilian staff members only: please apply via the internal recruitment portal ([link](#));
- For all other applications: www.nato.int/recruitment

Please note that at the time of the interviews, candidates will be asked to provide evidence of their education and professional experience as relevant for this vacancy.

Appointment will be subject to receipt of a security clearance (provided by the national Authorities of the selected candidate) and approval of the candidate's medical file by the NATO Medical Adviser.

More information about the recruitment process and conditions of employment, can be found at our website (<http://www.nato.int/cps/en/natolive/recruit-hq-e.htm>).

Appointment will be subject to receipt of a **security clearance** (provided by the national Authorities of the selected candidate), approval of the candidate's **medical file** by the NATO Medical Adviser and the successful completion of the **accreditation** and notification process by the relevant authorities.

8. ADDITIONAL INFORMATION

The BICES Group Executive (BGX) is a NATO body. 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, and strongly encourages women to apply.

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.

Due to the broad interest in NATO and the large number of potential candidates, telephone or e-mail enquiries cannot be dealt with.

Applicants who are not successful in this competition may be offered an appointment to another post of a similar nature, albeit at the same or a lower grade, provided they meet the necessary requirements.

The nature of this position may require the staff member at times to be called upon to travel for work and/or to work outside normal office hours.

The BGX offers several work-life policies including Teleworking and Flexible Working arrangements (Flexitime) subject to business requirements.

Please note that the BGX is located in Ramstein, Germany and is a non-smoking environment.

For information about the NATO Single Salary Scale (Grading, Allowances, etc.) please visit our website. Detailed data is available under the Salary and Benefits tab.