VACANCY NOTIFICATION

System Technician (200417)

**Primary Location:** Belgium-Brussels  
**NATO Body:** BICES  
**Schedule:** Full-time  
**Application Deadline:** 14-Jun-2020  
**Salary (Pay Basis):** 3,491.62Euro (EUR) Monthly  
**Grade:** B.3/B.4  
**Clearance Level:** CTS

**SUMMARY**

The incumbent's primary role as System Technician in the Systems Section is that of providing 1st and 2nd level support for complex technical resolutions in the area of applications and services. S/he also provides support to the design, documentation, testing and implementation of assigned projects, to include all stages of the implementation process.

S/he will contribute to the day-to-day Incident and Problem Management processes by performing recovery, troubleshooting, and maintenance and management activities associated with Incident and Problem Management methods.

S/he will play an active role during any/all upgrades, changes and modification on application services.

**RESPONSIBILITIES OF THE POST**

The incumbent is responsible to:

- Support the installation, integration, programming, operations and maintenance of the Software Applications.
- Support the development of change and release plans, to include testing, rollout and rollback plans. Assist during the periodic testing of Disaster Recovery/Business Continuity Plans, and provide recommendations on improvements for further developments.
- Execute established and proper preventive maintenance plans for the related Applications and OS. Assist in maintaining that all technical and service oriented documentation pertaining to assigned server and systems are prepared properly stored and kept up-to-date.
- Fulfil Requests for Change (RFCs) on behalf of customer support, as it pertains to incidents and RFC management processes.
- Review, test and provide Standard Operating Procedures (SOPs) for server and client hardware and software troubleshooting, ensuring accuracy and standardization of implemented procedures.
• Collect and validate systems and services performance metrics, optimizing performance. Assist the Systems Section in the creation and execution of Service Improvement Plans.
• Collect, analyse and forward proposals for required service and technical underpinning support contracts through the Service Owner.
• Support the analysis of incident/problem patterns and developments spare parts kit and recover action plans, which minimize downtime of services.
• Stay abreast of technological developments relevant to the area of work.
• Perform any other related duties as assigned.

ADDITIONAL DUTIES

• The incumbent may be required to perform a similar range of duties elsewhere within the organization at the same grade without there being any change to the contract. The work is normally performed in a typical secure facility environment. Slightly undesirable conditions apply. The risk of injury is categorized as: Light Risk of Injury.

QUALIFICATIONS AND EXPERIENCE

Essential

• At least 3 years of professional experience as System Administrator/Technician for Linux/RedHat.
• Higher secondary education and completion of advanced vocational training leading to a professional qualification, or professional accreditation with 3 years’ post related experience.
• Ability to manage and operate the IT infrastructure (typically hardware, software, communications) and the resources required to plan for, develop, deliver and support properly engineered IT services and products to meet the needs of the BICES user community.
• Ability to understand, assess and solve technical issues in a troubleshooting environment and under time pressure constraints.
• Technical expertise in the installation and maintenance of system software such as operating systems and other utility software.
• Knowledge of SAN and server technologies.
• Ability to review system software updates and identify those that merit action. Experience tailoring system software to maximize hardware functionality; installing and testing new versions of system software.
• Experience investigating and coordinating the resolution of potential and actual service problems. Ability to prepare and maintain operational documentation for system software and to advise on the correct and effective use of system software.
• Ability to effectively prepare and maintain documentation of technical nature (e.g. configuration guides, diagrams, training preparations and SOPs).
• Possess the following minimum levels of NATO’s official languages (English/French): III (“Intermediate”) in English; I (“Beginner”) in French.

Desirable

• Knowledge of NATO and national information technology security polices and experience in the installation, configuration, and maintenance of network based systems in accordance with NATO and/or national Security regulations.
• Experience with system administration in Microsoft/LINUX environments to include maintaining Oracle and SQL Databases.
• ITIL Foundation Certification.
- Recent experience in Military Operations, with Coalition Operations experience highly desired.
- Knowledge of software development with experience in writing code/scripts

PERSONAL ATTRIBUTES

- Requires great inter-personal and communication skills, coupled with planning, prioritizing and analysis talents. Critical and constructive thinking with sound judgment to maintain services in a dynamic environment. The flexibility to cope and adapt to a constant fluctuation of military and civilian personnel: with different skill sets, backgrounds and cultures. Customer service oriented and result driven. Must be dedicated and flexible to solve problems even in exceptional cases, i.e. outside normal working hours, with extra travel or under operational pressure.

PROFESSIONAL CONTACTS

- Maintains contacts with system software and hardware vendors and/or contractors for software and hardware incident resolutions as well as new releases and/or updates. Interacts with counterparts, locally, at the Allied Command Operations (ACO), the Allied Command Transformation (ACT), the NATO Communications and Information Agency (NCIA) and Component Commands. Additionally, the incumbent may be required to liaise with commercial organizations for the purpose of service enhancement or maintenance.

Contribution to the Objectives

- Significantly contributes to the overall efficiency of the information flow of the Group and within their partnered nations. Provides essential broad scope and depth of knowledge necessary to manage the provision of Information Systems, Network devices and Infrastructure, Functional Areas Services and Databases, Technical Support and Service Desk.

WORKING ENVIRONMENT

- The incumbent may be required to undertake operational deployments and/or official travel assignments both within and outside NATO's boundaries. The Service Desk operation consists of a combination of Service Desk members: Operators, Server/Application Specialists and Network Specialists. In a combined effort, these members provide support to services and systems on 24/7 base, thus are subject to on-call and overtime duties after normal working hours. These duties are established by the Head ISO at any time and will follow NATO Civilian Personnel Regulations (CPRs).

STANDARD AUTOMATIC DATA PROCESSING KNOWLEDGE:

- Working Knowledge of Word Processing; Spreadsheet; Graphics Presentation; Database; eMail Clients/Web Browsers; and Web Content Management.

CONTRACTUAL INFORMATION

- This post is required for a limited period. As employment in this post is of limited duration, you will be offered a definite duration contract of three years' duration.
- The first six months of your contract will be considered as a probationary period.

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 (for more information, please contact your local Civilian HR Manager);

• 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). Please note that the BICES Group Executive is not a NATO HQ International Staff (IS) subordinated body and some of the policies applicable to IS members may differ.

ADDITIONAL INFORMATION:

The BICES Group Executive is a NATO body. NATO as an employer values diverse backgrounds and perspectives and is committed to recruiting and retaining a diverse and talented workforce. NATO welcomes applications of nationals from all Member States 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 BGX offers several work-life policies including Teleworking and Flexible Working arrangements (Flexitime) subject to business requirements.
Please note that the BGX, located at NATO Headquarters in Brussels, Belgium is a non-smoking environment.