The NATO Communication & Information Systems Group (NCISG) is looking for a Technician (Deployable CIS Configuration Management/Data Modelling) to act as the Configuration Management (CM) Process Owner, to provide assistance with database analysis, design, engineering support for consolidating the data model structures, and to also improve interoperability across the Communication (COMMS), Core Information Services (IS) and Community of Interests (CoI) Services.

GENERAL BACKGROUND:
NCISG conducts CIS operational planning and provides deployed/deployable CIS services and support in support of NATO military operations and exercises. The NATO CIS Group is located at the Supreme Headquarters Allied Powers Europe (SHAPE) the Headquarters of Allied Command Operations (ACO), one of the two major military commands of the North Atlantic Treaty Organisation (NATO).

POST DESCRIPTION:
Location: Casteau/Mons, 60 Km south of Brussels (Belgium)
Division: J2/6 Division

POST CONTEXT/POST SUMMARY

PRINCIPAL DUTIES
The incumbent's duties are:
1) Acts as a Configuration Management Process Owner within NCISG to support Technology and Service Management Branch, COMMS, Core IS and CoI services and Deployable CIS (DCIS) assets.
2) Develops and maintain procedures to ensure that configuration change control process is in place for all DCIS assets and services.
3) Ensures that CM process documentation and instructions are elaborated with external stakeholders and continuously maintained to stay relevant.
4) Advises and guide NATO Signal Battalions (NSBs) about CM activities supporting DCIS in garrison and when in preparation for exercise/operation.

5) Defines and maintains functional requirements required database structures, data item dictionaries and all data migration functions for DCIS Configuration Management Database (CMDB).

6) Analyses functional requirements for data model shortfalls and proposes improvements in terms of performance, design and data.

7) Leads coordination process for Minor, Major and Emergency Changes to DCIS systems with external stakeholders i.e. NCIA Lead internal NCISG DCIS CM working groups for all DCIS changes in order to perform problem diagnosis/resolution, writing meeting minutes and execute Quality Control process by reviews, walkthroughs and audits.

8) Identifies areas where Interoperability could be enhanced based on existing database models and operational requirements.

9) Develops strategy, implementing and maintaining the plan to keep database models, integrated with related DCIS data sources, up to date.

10) Develops, maintains and prepares training plan for NCISG CM staff in order to execute deployed CM activities on the agreed database toolset.

11) Represents NCISG at appropriate configuration management working groups and management boards.

12) Executes Quality Control process, responsible for process gap analyzes, monitors the configuration management process, and Continual Service Improvement Plan.

13) Contributes to the development of other NCISG service management and control processes and participate in relevant service management working groups.

**SPECIAL REQUIREMENTS AND ADDITIONAL DUTIES**

Mandatory Deployment Post. The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and outside NATO boundaries. Such operational deployment may exceed 30 days duration up to 183 days in any period of 547 days and may be on short notice. For NATO International Civilian Staff, acceptance of an employment contract linked to this post constitutes agreement to deploy in excess of 30 days if required.

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. Minimum 3 years experience in Configuration Management (CM) within the last 5 years.

2. Experience with developing and managing the CM process and a good understanding of the change management process and other Service Management Control (SMC) processes.

3. Minimum 2 years experience (within last 4 years) of ICT services architectures and baseline management.

4. Recent experience (within last 4 years) with planning and execution of ICT services support.

5. Experience with CMDB requirements development and management.

6. Working knowledge (in a team or alone) on implementing the ITIL framework for Service Transition or Service Operation processes.

7. Minimum 2 years’ experience in database modeling and maintenance.
B. Education/Training
Higher Secondary education and completed higher vocational training in information technology, information systems engineering or related discipline leading to a formal technical or professional certification with 3 years function related experience, or Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 5 years post related experience.

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.

DESI RABLE QUALIFICATIONS
A. Professional Experience
1. Knowledge of NATO (or other international organization) Configuration Management Policy and Standards.
2. Knowledge of NATO (or other international organization) Change Management Process.
4. Experience in CM tools (CableSolve, SDE, ITSM).
5. Demonstrated knowledge and experience with SQL.
6. Experience in using monitoring tools to control CIS services.
7. Experience with CIS requirements elicitation, verification and validation.
8. Practical skills in Project Management (Prince 2).
9. Knowledge of Object Oriented Analysis and Design (e.g. UML).
10. Experience with training preparation and training delivery (OJT, mentoring, ad hoc or formal training).

B. Education/Training
1. Proven evidence in maintaining knowledge of advances in IS engineering.
2. ITIL v3 Intermediate.
3. PRINCE 2 Practitioner.

ATTRIBUTES/COMPETENCIES
A. Personal Attributes
The post holder is very sensitive to the emergence of problems, self-starts required activities based on creative thinking, conceptual foresight and sound independent judgement.
The post holder has frequent contact with ACO J6, NSB’s, NATO C&I Agency (NCI Agency), Support Agency and other NATO HQ’s and Commands.
The post requires a high degree of tact, perseverance and persuasion to influence discussions and ensure that technically sound decisions are made.
The post holder is able to use own initiative when required to work away from SHAPE without direct supervision.

B. Managerial Responsibilities – N/A

C. Professional Contacts
The work involves regular professional contacts with others inside and/or outside immediate organisation on functional matters. Solicits/gives information and provides advice/guidance.
D. Contribution To Objectives
The work involves the analysis and research of a complete task with recommendations affecting the plans and management of the organisational element.
This post reports to OCG CXRS 0010 - Section Head (Service Support).

REMARKS:
The candidature of NICs who are redundant / unplaced from NCS-A will be given priority consideration provided their CHRM notifies SHAPE Recruitment Section by not later than the vacancy’s closing date.
Tests and interviews are expected to be held at SHAPE on 29 and 30 April 2020.

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.

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 29 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.