Due to the significant volume of recruitment being undertaken by Joint Force Training Centre (JFTC) the processing time for applications will take longer than normal. Once you have submitted your application please ensure that you have received a TALEO/NTAP acknowledgement email, which is your proof that your application has been submitted. After this you will be contacted in due course by our recruitment team with further information on the status of your application, but please note that this may not be for several weeks after the vacancy notice closes.

3rd NATO Signal Battalion VACANCY NOTICE

Job Number: 191080

Technician (Information Systems)

Applications are now invited for the position of Technician (Information Systems) NATO grade B-4, at the 3rd NATO Signal Battalion located in Bydgoszcz, Poland.

Applications must be made online (please type Job Number 191080): https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en

Closing Date for applications: 31 January 2020

Location: Bydgoszcz, Poland

- Notes for candidates: The candidature of NATO redundant staff at grade B-4 will be considered before any other candidates. 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.

- Notes for NATO Civilian Human Resources Managers: If you have qualified redundant staff at grade B-4, please advise JFTC Civilian Human Resources Manager no later than the closing date.

Contract: Serving NATO International Civilian staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations. Newly recruited staff will be offered a three year definite duration contract.

Salary: Starting basic salary (effective 01 January 2020) is 7,294.44 PLN per month (tax-free). Additional allowances may apply depending on the personal circumstances of the successful candidate. For further details see NATO Terms & Conditions of Employment on the JFTC internet website: www.jftc.nato.int.

For any queries, please contact the JFTC Recruitment Team at: civ.recruitment@jftc.nato.int
If you are an experienced Information Systems Technician, looking to join a dynamic team working in a multi-national environment, 3rd NATO Signal Battalion would be interested in hearing from you.

Post Context

NSB provides CIS services to deployed NATO HQs.

The Maintenance and Support Company is responsible for technical support of C2 services (including IS Support to FS). By providing electronic maintenance (level 2+) of deployable assets, for level 2 maintenance of CIS and Non-CIS equipment, and supply for the NATO Signal Battalion.

Responsible for the operational planning and control of all level 2/2+ CIS maintenance assets in support of NATO operations and exercises.

Responsible for level 2 maintenance of local area communications and information systems and services, on all NATO locations. (Deployed or PTL)

The incumbent is responsible for technical support of deployable NCISG AIS assets.

Reports to: Section Head (Information Systems Administration)

Principal Duties: He/she will

1. Performs a technical level 2 support function for Core services in Deployable CIS (DCIS)

2. Assists the Section Head and IS/FS Engineer in ensuring that preparation, operation and maintenance of all AIS (Automated Information Systems) assets is kept at highest standards to allow rapid deployment.

3. Supports the System Administration (SA) of the Hardware (HW) and Software (SW) of all AIS to include operating systems, virtual infrastructure, windows servers, email servers, print and file servers, anti-virus servers, web servers, database servers, clusters, Storage Area Networks ….

4. Performs server administration tasks, including user/group administration, security permissions, group policies, research event log warnings and errors, and resource monitoring to ensure systems are technically ready

5. Interacts with the service desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed

6. Performs the investigation and resolution of problems related to Core services

7. Assist at interoperability trials and performs on-the-job training for newly assigned personnel.

8. Supports military technicians in the system deployment, trouble-shooting and day-to-day administration.

9. Supports system uplifts as needed and works together with NCI Agency in order to bring NATO assets to the latest approved system baseline

10. As required, performs systems tests prior to deployments/exercises to ensure proper configuration and operation of assigned systems
11. Performs other duties as may be required

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.

Essential Qualifications

Higher Secondary education and intermediate vocational training in network engineering, computer science, information systems engineering or related discipline which might lead to a formal qualification with 2 years experience, or Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years post related experience.

The incumbent must possess the technical knowledge, skills and experience required to successfully perform the duties of the post.

- A minimum of three years’ experience in system administration of Core Information Systems. This includes Windows Server, Active Directory, MS Exchange, MS FIM, Domain Naming, Group Policies, Desktop deployment.
- A minimum of three years’ experience deploying and managing server virtualization technologies.
- A minimum of one year’s experience in Web platforms and database management.
- A basic knowledge in Service Management.
- A basic knowledge of incident and change management procedures.
- Good knowledge of LAN/WAN and network concepts.
- Practical experience in creating system documentation and status reports.
- Practical experience in IT infrastructure management and capacity management.
- Good understanding of storage concepts, and backup/recovery policies.

Language

NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.

Desirable Qualifications

Professional Experience

- ITIL Foundation
- MCSA or MCSE certification
- Experience in user technical support, Service Desk operations and/or configuration management.
- Experience in management of MS SharePoint and Apache IIS.
- Experience in providing Core Enterprise Services in NATO Exercises
- Working level knowledge of firewall and mailguard systems used by NATO.
- Good knowledge of NATO CIS, and its concepts, policies, and architectures.
Previous NATO experience.
Previous experience in a military deployed CIS environment.
Possess a Full C and E (Heavy Goods with Towed Heavy Trailer) Drivers Licenses.
Possess a class B with full C and E (Heavy Goods with Towed Heavy Trailer) driving license.

Attributes/Competencies
- Personal Attributes: The incumbent works in Maintenance and Support Company of a NATO Signal Battalion and interacts with the Battalion HQ staff and with technicians in the Deployable CIS Modules (DCMs); therefore, good communications skills and a cooperative approach is required. The incumbent must be self reliant in resolving all technical matters regarding work and able to think clearly and calmly under pressure. The incumbent must possess the ability and experience to provide on the job training and the ability to assess technical situations and take appropriate action or recommend solutions.
- Professional Contacts: The incumbent will have contact with military staff and civilian CIS engineers within NSB, with technicians and Information Systems (IS) specialists in the DCMs.
- Contribution To Objectives: The position directly involves CIS communications operations and maintenance which affects the NSB’s mission accomplishment both in a static peace headquarters and a deployed capacity.

Work Environment

He/she will be required to work in a normal NATO office environment.