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: 200580

Technician (Services Management)

Applications are now invited for the position of Technician (Services Management), at the 3rd NATO Signal Battalion located in Bydgoszcz, Poland.

Grade ABCL grade B-4 / NATO grade 10

Applications must be made online (please type Job Number 200580):

https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en

Closing Date for applications: 28 August 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 Service Management 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 Command and Control services (including Information Systems Support to Functional Services), by providing electronic maintenance (level 2+) of deployable assets, for level 2 maintenance of Communications Information Systems (CIS) and Non-CIS equipment, and supply for the NATO Signal Battalion.

The Communications and Information Systems Platoon is responsible for the operational planning and control of all level 2/2+ Communications Information Systems (CIS) maintenance assets in support of NATO operations and exercises.

The Information Systems Administration Section is responsible for level 2 maintenance of local area communications and information systems and services, on all NATO locations. (Deployed or Peace Time Location)

The incumbent is responsible to the Information Systems / DCOI Service Support Section Head for the management of service support structure and activities within own NSB and subordinate of the assigned COI Services in operations and exercises.

**Reports to:** ODP MCSX 0010 - Section Head (Information Systems Administration) - OR-7

**Principal Duties:** The incumbent's duties are:

1. Contributes to SM process development and SOP/SOI documentation (as directed by NCISG HQ).
2. Maintains support group structure in SM System (ITSM) for own NSB/DCMs (static and deployed).
3. Requests and/or validates ITSM accounts creation/modification of NSB/DCM members.
4. Performs coordination of changes during mission or exercise (as member of SSG DNOC).
5. Supports SSG DNOC Change Advisory Board meetings by preparation of list of change requests and recording decisions (CAB minutes).
6. Coordinates with NSB CG Engineers assignments of defined support levels and responsibilities among NSB/DCM technical support groups.
7. Conducts internal ITSM trainings for NSB/DCM personnel (based on NCIA ITSM courses).
8. Deploys in support of SSG DNOC as Change Coordinator.
9. Contributes to interoperability tests for assigned SM services.
10. Performs other duties as may be required.

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

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.

Normal Working Conditions apply.

The risk of injury is categorised as: No Risk

Essential Qualifications

a. Higher Secondary education and intermediate vocational training which might lead to a formal qualification with 2 years experience, or Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 4 years post related experience. At least one year practical experience in the planning, implementation and troubleshooting of military deployable satellite systems.
b. Experience in the operational business processes of Operations FS.
c. A minimum of three years’ experience in Core Information systems; this includes as a minimum two of the following: Windows Server, Active Directory, Domain Naming, Group Policies and Desktop deployment.
d. A minimum of one year experience in Web platforms and database management.
e. A minimum of three year’s experience in Application Support.
f. A basic knowledge in Service Management.
g. Good knowledge of system interoperability, LAN/WAN and network concepts.
h. A minimum of one year experience deploying and managing server virtualization technologies.
i. Experience in user technical support, Service Desk operations and/or configuration management.
j. Practical experience in creating system documentation and status reports.
k. Proven experience in IT infrastructure management and capacity management.
l. Good understanding of storage concepts, and backup/recovery policies.
m. Must initially pass a NATO Operational Deployment physical examination and thereafter maintain physical and mental readiness for deployment.

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.
Desirable Qualifications
a. University degree in an IT related subject.
b. Member of a recognized professional body or institution.
c. ITIL Intermediate certification
d. MCSA or MCSE Certification.
e. COBIT 5 Foundation.
f. Experience in CIS operational support on NATO exercises.
g. Proven experience in the support of NATO Command & Control and Operations Functional Systems / COI Services.
h. Experience in user technical support, Service Desk operations and/or configuration management.
i. Practical experience in the use of modern concepts and accepted industry standards for software engineering development tools (e.g. Unified Modelling Language (UML), Entity Relationship (ER) diagrams, etc.)
j. Experience in the development/management of DBMS (SQL Server, Oracle, Postgresql)
k. Experience in Web development, management of MS SharePoint and Apache IIS.
l. Experience in the use of UNIX/Linux systems.

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