NOTIFICATION OF VACANCY
at 1st NATO Signal Battalion, Wesel, Germany

Our Vacancy
Technician (Services Management)

<table>
<thead>
<tr>
<th>Duty Location</th>
<th>1st NATO Signal Battalion, Wesel, Germany</th>
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<tbody>
<tr>
<td>NATO International Civilian Grade</td>
<td>B-4 – NATO Grade 10</td>
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<tr>
<td>NATO Post Number</td>
<td>ODN MCSX 0210</td>
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<tr>
<td>DUE DATE for receipt of applications</td>
<td>30 October 2020</td>
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As of 1 January 2021 NATO will implement a new remuneration structure, known as the single salary spine. Therefore the new single salary spine references (“NATO grades”) are also advertised next to the current ABCL grades.

Our Organisation
1st NATO Signal Battalion (NSB) provides Communication Information Services (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, 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 OR-7 Section Head (IS Admin) for the management of service support structure and activities within own NSB and subordinate of the assigned Community Of Interest (COI) Services in operations and exercises.

Our Vacancy
The Technician (Services Management):
✓ Contributes to Service Management (SM) process development and Service Operating Procedure (SOP) documentation (as directed by NCISG HQ).
✓ Maintains the required NATO Signal Battalion (NSB) support group structure within the IT Service Management (ITSM) Toolset for 1st NSB and Deployable Communications Modules for both static and deployed HQs.
✓ Requests and/or validates ITSM account creation/modification for NSB/DCM members.
✓ Performs coordination of all requested changes during missions or exercises (as a member of Service Support Group (SSG) Deployable Network Operations Centre (DNOC)).
✓ Supports SSG DNOC Change Advisory Board meetings by preparing a list of change requests and recording decisions (Change Advisory Board (CAB) minutes).
✓ Coordinates with NSB Engineers the assignment of defined support levels and responsibilities among NSB/DCM technical support groups.
✓ Contributes to development and, when required, leads coordination of functional and non-functional requirements required for Deployable Communications Information Systems (DCIS) Configuration Management Database (CMDB).
✓ Assists in analyzing and identifying data model shortfalls and proposes improvements in terms of performance, design and data duplication.
✓ Assists the NCISG HQ DCIS Configuration Manager in configuration item identification and collection per mission.
Assists the NCISG HQ DCIS Service Support Process Engineer in developing and documenting DCIS SM processes.

Conducts DCIS status accounting, and provides relevant reports.

In the context to support deployable architecture design and set-up, provides expertise and leads configuration data identification and management activities related to the relevant NSB/DCM.

Participates in relevant DCIS technical reviews/working groups, exercise or operation related conferences boards and meetings to promote NCSIG HQ configuration management approach and common database design and interfaces.

Conducts internal ITSM training for NSB/DCM personnel (based on NATO ITSM courses).

Deploys in support of the SSG DNOC as a Change Coordinator.

Contributes to interoperability tests for assigned SM services.

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.

The work is normally performed in a normal NATO Office environment. Normal Working Conditions apply. The employee will be required to undertake deployments in support of military operations and exercises, and/or other duty travel (TDY) assignments, both within and without 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 1st NSB is a highly operational organization; the incumbent of this position will be deployed frequently.

The successful candidate has the following qualifications:

Essential qualifications

Professional Education / Knowledge / Experience

- Higher Secondary education and intermediate vocational training in relevant field / discipline leading to a certification with 2 years related experience, or Secondary education and completed advanced vocational training in that discipline leading to a professional qualification with 4 years related experience.
- Minimum one year experience in Web platforms and database management.
- Experience in IT Service Management processes and procedures (ITIL foundation level).
- Experience in implementing ITIL framework (Service Operation processes).
- Experience in system interoperability, LAN/WAN and network concepts.
- Practical experience in creating system documentation and status reports.
- 5 years’ experience in Configuration Management and Control activities.
- Experience in asset management and associated records keeping.
- Command of English (SLP3322 - Listening, Speaking, Reading and Writing) in accordance with NATO standard agreement (STANAG) 6001.

Preferred qualifications

- Experience providing on the job training.
- Experience in IT service management processes (ITIL Intermediate level).
- Experience in implementing ITIL framework (Service Transition processes).
- Minimum 2 years practical experience in the usage of CM tools (Cable Solve, SDE, ITSM, SCCM or other).
- Knowledge of database modelling techniques.
- Knowledge of techniques in determining customer requirements, requirements engineering, and building business models (workflows).
- Knowledge of distributed systems architecture, client/server, LAN/WAN and network concepts.
**Personal Attributes/Competencies**

The successful candidate:
- Takes initiative to keep own skills up to date and maintains awareness in area of expertise.
- Has very good communication skills.
- Has very good organizational skills.
- Has high degree of tact, perseverance and persuasion.
- Is able to work independently.
- Has very good inter-personal skills.
- Takes initiative, is responsible, able to prioritize and work under pressure.

The successful selected candidate needs to complete a NATO medical examination and obtain a NATO security clearance before an employment offer will be released. The medical examination will take place with our medical consultant and is required to determine if the recommended candidate is fit to perform the duties of the position and is deployable to NATO’s regional areas of operation. Newly recruited staff members will be offered a definite duration contract of 3 years, including a 6 months probationary period. After the 3-year contract has expired staff members will normally be offered an indefinite duration contract unless organisational reasons prevent and assuming satisfactory performance.

**DUE DATE for receipt of applications:** *30 October 2020*

To apply use following link to NATO Talent Acquisition Platform:

[https://nato.taleo.net/careersection/1/jobsearch.ftl?lang=en](https://nato.taleo.net/careersection/1/jobsearch.ftl?lang=en)

Results of the initial screening for this post may be expected in second part of November 2020. Date and location/modus of test and interviews will be determined later. The process might include an online HireVue interview.