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Asset Management Functional Support Engineer (Application Support)-180159

Primary Location Belgium-Mons
NATO Body NATO Communications and Information Agency (NCI Agency)
Schedule Full-time
Salary (Pay Basis) : 5,365.51 Euro (EUR) Monthly
Grade A.2

Description:

Are you an Asset Management Functional Support Engineer (Applications Support) with experience in analysis, design, testing, implementation and support of Oracle E-Business Suite Release 12.1.3 Asset Lifecycle Management, Logistics and related Finance Applications? If yes, this position is ideal for you!

The NCI Agency has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.
The Service Support and Business Applications (SSBA) Service Line Chief is accountable to the Director of Application Services for planning and executing all lifecycle management activities (design; transition; operations) for all logistics (service support) and business application services (including subject matter expertise; research and development; software engineering acquisition; and operations & maintenance; and, disposal) in the following C3 community of interest (COI) technical service areas: Human Resources; Finance and Acquisition ; Business Process Management; Project Management; Business Intelligence; Logistics; Information Management; Facility and Conference Management; Asset Management; Business Support Functions.
The incumbent will undertake the execution of a range of important system management and Subject Matter Expert work to support the Service Groups in the SSBA SL. This requires the ability to motivate and harmonise the work of assigned staff as well as demonstrate tact and sensitive political awareness as a member of multinational functional and technical teams. It further includes co-operating closely with current and potential customers as well as internal stakeholders in diverse organizations.

Role Responsibilities

Under the overall direction of the Services Group Head, you will perform duties such as the following:

- Being responsible for software applications for the assigned NATO Business Applications;
- Providing 2nd and 3rd line support to the assigned business applications in use by the Asset Lifecycle Management community, by investigating and resolving problems, communicating solutions or advices to customers and users on changes and improvements based on best business practices;
- Contributing to the gathering, analysis, setup, design and documentation of new requirements and change requests;
- Developing and reviewing documentation such as requirements definitions, functional and technical design documents, systems specifications or other deliverables;
- Providing time estimates for the development and implementation of new requirements;

- Ensures full lifecycle tests of requests for change before they are presented to the user for user acceptance testing;
- Active contribution to relevant projects or service operation across Service Lines where integration is required;
- Participating/attending job-related conferences and trainings in order to keep the knowledge and expertise up-to-date;
- Providing briefings and presentations;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Person Specification

We are looking for candidates with A Master of Science (MSc) degree or a Bachelor of Science (BSc) degree at a nationally recognised/certified University in a related subject or exceptionally, the lack of a university/college degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCI Agency; that is, at least 10 years of extensive and progressive expertise in the duties related to the function of the post.

Experience Required

In addition to at least 2 years of experience (Master's Degree) or 4 years of experience (Bachelor's Degree) in the duties related to the function of the post, we also require the following:

- Detailed knowledge and experience with analysis, design, testing, implementation and support of Oracle E-Business Suite Release 12.1.3 Asset Lifecycle Management, Logistics and related Finance applications with:
- Excellent understanding of Inventory Management and Order Management and their integration with Purchasing, Financials including Fixed Assets and IPSAS (International Public Sector Accounting Standards) and its implication on the set-up and processes related to (Enterprise) Asset Management;
- Good understanding of the Oracle Enterprise Asset Management functionality that supports the Preventive and Corrective maintenance processes for (IT) assets;
- Good Understanding of the Oracle E-Business Suite Logistics Data Model and available API's + Open Interfaces.
- Working knowledge of the Oracle Application Implementation Methodology (AIM) and/or the Oracle Unified Methodology (OUM);
- Good technical knowledge of the relevant technology stack (Oracle (J) Developer, Workflow Builder, SQL/Plus…) required for troubleshooting problems and drafting design documents is essential as well;
- Experience with Incident, Problem, Change Management and Request Fulfilment processes and working in a Service Desk environment.

The following will be considered as an advantage

- Knowledge/experience with Oracle BI and Oracle Projects and their impact on and integration with Oracle Enterprise Asset Management and Logistics Applications will be considered as a valuable plus for this position;
- Development skills with the Oracle relevant technology stack (Oracle (J)Developer, Workflow Builder, SQL/Plus…);
- Knowledge of IT Service Management Standards such as ITIL, a formal certificate for ITIL at generic level is considered to be a plus;
- Familiarity with a recognised project management methodology (e.g. Prince 2);
- Prior experience of working in an international environment comprising both military and civilian elements;
- Ability to work as member and/or team lead in cross functional Oracle EBS teams;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Competencies Required

We are looking for a person who demonstrates the following behavioural competencies:

- *Working with People* - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
- *Relating and Networking* - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.
- *Presenting and Communicating Information* - Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- *Applying Expertise and Technology* - Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
- *Formulating Strategies and Concepts* - Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.
- *Planning and Organising* - Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
- *Achieving Personal Work Goals and Objectives* - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.

Travel

Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;
May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.

Language Skills

A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.
NOTE: Most of the work of the NCI Agency is conducted in the English language.

Supervisory/Guidance Duties

Coordinate and supervise the work of engineering staff on the functional and technical aspects for the support of assigned services.

Contract

NCI Agency normally offers contracts of employment of a definite duration, not exceeding three years. Contracts may be for less than three years as required to support short-term projects, meet uncertainty with respect to the business outlook, staff performance and other factors.

Definite duration contracts may be extended for further periods. When extending contracts, the following is taken into consideration:

- Renewal is in the interest of the Agency.
- Staff member's desire to remain with the Agency.
- The financial situation provides sufficient funding for the post held.
- The skills, competencies and behaviours, potential and work experience of the staff, versus the requirements of the Agency's work and/or availability of funding.
- Staff member has served the Agency with performance to the required standard as defined by the Agency,
- Staff member's deployability to operational theatre.

Serving civilian members of NATO will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

The first six months of definite duration contracts are a probationary period. During this period the staff member's work is assessed to ensure that he/she has the ability to carry out the duties of the post. At or before the end of the probationary period, the staff member will be notified in writing that the appointment is confirmed or terminated or, in exceptional cases, that the probationary period is extended.

What do we offer?

Excellent tax-free salary, including (where eligible) expatriation household and children's allowances and additional privileges for expatriate staff.

- Education allowance for children (where appropriate) and an excellent private health insurance scheme;
- Generous annual leave and home leave (if eligible).
- Retirement Pension Plan.

To learn more about NCI Agency and our work, please visit our website.

Please note: Due to the Agency's transition into a new structure in the near future, this post may be subject to transfer to one of our other locations, as well as to a change of reporting lines. The final decision will be made at the time of a firm offer.

The Agency's recruitment team advises you that due to the large volume of applications it receives the screening process may take up to 2 months.

We appreciate your patience.

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