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Engineer (Event Information Systems)-180730

Primary Location Norway-Stavanger

NATO Body NATO Communications and Information Agency (NCI Agency)

Schedule Full-time

Salary (Pay Basis) : 67,850.00Norwegian Krone (NOK) Monthly

Grade A.2

Description:

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO).

The NCIA 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.

NCI Agency operations are underscored by the organization's core values and vision to be an essential, one-team contributor to NATO success. The NCI Agency operates on the basis of sponsor-provided funding, which enhances its product- and service- focus. The Agency is an innovative and trusted Alliance partner and achieves its short and long term goals and objectives through the application of strategy-focused organizational principles, to which this post is directly linked.

The NCI Agency is looking for a talented Engineer (Event Information Systems). In this role, you will be responsible for the healthy state of Information Systems and Services supported by CSU Stavanger by following and applying all service support processes in place, ensuring that the levels of service availability and quality are permanently met as agreed with NCI Agency customers. If you possess relevant education and experience in service operation and/or technical support and assistance, we would like to meet you!

NCI Agency CIS Support Unit (CSU) Stavanger, located in Norway enables end-to-end CIS services as it installs, operates, maintains and supports the full range of CIS capabilities during peacetime, crisis and war, throughout its allocates Area of Responsibility (AOR) and as otherwise directed.

Under coordination of the NCI Agency's OPS Centre, The Service Operation Branch (SOB) directs, coordinates, supervises and executes all local Service Operation activities required in support of all Service Lines. SOB provides local Level 1 and 2 support, directly or as directed by the Ops Centre and/or in coordination with the appropriate Service Lines.

SOB is responsible for providing local support to the provision of CIS services in direct support of local and remote customers in accordance with SLAs and other agreements.

Application Management Section (AMS) is responsible for the day-to-day operation of the Event Production facility and delivery of operational cloud based event services to local and remote customers.

Role Responsibilities

Under the direction of the Section Head Application Management, you will perform duties such as the following:

- Responsible for the healthy state of all Information Systems and Services supported by CSU Stavanger by following and applying all service support processes in place, ensuring that the levels of service availability and quality are permanently met as agreed with NCI Agency costumers;
- Responsible for the installation, operation, management and maintenance of assigned computing, storage and networking platforms and stays abreast of latest developments in these areas;
- Responsible for the integrity of assigned ICT assets, manages system backups and restorations, advises on IT Service Continuity Management (ITSCM), Business Continuity and Disaster Recovery Plans;
- Maintains liaison with other CSU internal units, Service Lines and other technical organisations;
- Provides support to development of operations and exercises plans and to related local CIS Service provision during execution phase;
- Documents design and configuration of assigned ICT assets and the required operating procedures;
- Implements procedures, tools and techniques for monitoring and managing the performance of ICT assets and provides reports as required;
- Monitors and advises on the capacity and scalability requirements of the assigned ICT assets;
- Entails supporting and maintaining a robust and current event support infrastructure including the build and construction of CIS Support, and oversees ITIL adoption for all relevant services;
- Ensures that all ICT services are available to the customer as per event driven Information Exchange Requirement;
- Acts as Incident Manager for CSU Stavanger;
- Assists in validating whether the section can fulfil the event driven IERs, and requests support from Technical Management Section or Service Lines if, and when necessary;
- Monitors and analyses specific processes to improve the delivery and efficiency of ICT services to the customers for day to day operations and events;
- Assists with and implements assigned project work packages;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Person Specification

Qualifications Required

It is essential that you hold a [Master of Science \(MSc\) degree at a nationally recognized/certified University in a technical subject with substantial Information Technology \(IT\) and at least 2 years post-related experience](#); or a [Bachelor of Science \(BSc\) degree at a nationally recognized/certified University in a technical related field and at least 4 years post related experience](#);

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 extensive and progressive expertise in the duties related to the function of the post.

Experience required

In addition to at least 2 years of relevant experience, you will be required to prove:

- ITIL foundation/intermediate training/certification;
- Experience in Service Operation in a customer support focused approach in a CIS Support Unit and experience in management and use of related tool sets (e.g. ITSM);
- Prior experience in technical support and assistance for CIS Service Operation (i.e. ITIL).

In addition to the above, it would be considered highly desirable if you are able to display technical leadership experience; prior experience of working in an international environment comprising both military and civilian elements and knowledge of NATO responsibilities and organization, including ACO and ACT.

Competency Required

Persuading and Influencing - Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others.

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.

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.

Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Coping with Pressures and Setbacks - Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.

Travel

Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCI Agency offices. You 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.

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](#).

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