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## Section Head (Service Integration Section)-180717

**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);

We are looking for a talented **Section Head (Service Integration Section)** who will be responsible, among other tasks, for the healthy state of all information System 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 think that you have the relevant technical skills and experience, as well as the relevant academic background in a technical subject with substantial Information Technology (IT) that match the requirements of the position, we would like to hear from you.

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.

To strengthen the Alliance through connecting its forces, the NCI Agency delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command and control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies. 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 allocated Area of Responsibility (AOR) and as otherwise directed.

Service Integration Section (SIS) maintains the configuration management aspects of event support including local procedures and processes. The Section provides the detailed recording and updating of information that describes the network hardware and software including versions and updates that have been applied to software packages and locations and network addresses of hardware devices; oversees the adaption of the IT Infrastructure Library (ITIL) in event production and proposes improvements for events; coordinates with SMC in respect of service management tools and procedures.

Oversees and directs usage of SMC tools and procedures to ensure full configuration control within the CSU. Ensures that NCST maintains NCI Agency standards and architectural compliance across all networks.

### Role Responsibilities

Under the direction of the Branch Head Service Operations, 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 Configuration Management and control activities and their compliance with Configuration Management processes;
- Responsible for identification, classification and specification of configuration items (CIs);
- Engages Service Management Branch and Service Lines for service transition issues, plans and prioritises related tasks within the Branch;
- Reviews and supports Verification Audits Control activities against Configuration Database and supervises Configuration Control activities and ensures the execution in accordance with Agency directives, processes and local procedures;
- Manages locally generated Documentation, including Standard Operating Procedures, Terms of Reference, etc;
- Provides inputs to IT Service Continuity Management (ITSCM), Business Continuity and the Disaster Recovery Plan(s);
- Monitor the ITIL adaptation in the CSU and proposes improvements, coordinates with Service Management and Control SL in respect of Service Management tools and procedures;
- Ensures that the CSU maintains NCI Agency standards and architectural compliance across all supported infrastructure;
- Ensures license management and version control of assigned ICT infrastructure. Responsible for the management of the CSU Definitive Media Library (DML);
- Defines and implements the Branch Continual Service Improvement procedures and contributes to the NCI Agency Continual Service Improvement process;
- Contributes to the Service Level Management process and ensures coherence between agreed and delivered services;
- Coordinates the monitoring and reporting activities of relevant processes;
- Maintains liaison with other CSU internal units, Service Lines and other technical organisations;
- Assists with and implements assigned project work packages;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

### Experience and Education:

- 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;
- 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 extensive and progressive expertise in the duties related to the function of the post;
- ITIL foundation/intermediate training/certification;
- Working knowledge of Microsoft Visio;
- Formal Configuration Management Training like CMPIC/CM2;
- Experience in Service Operation or Service Management environment with a customer support/ focused approach, and in the use of related toolsets (e.g. ITSM, SCCM).

### Desirable Experience and Education:

- Technical leadership experience;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

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- Technical leadership experience;
- Prior experience of working in an international environment comprising both military and civilian elements;
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### 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 your 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;
- Working knowledge of Microsoft Visio;
- Formal Configuration Management Training like CMPIC/C2;
- Experience in Service Operation or Service Management environment with a customer support/ focused approach, and in the use of related toolsets (e.g. ITSM, SCOM).

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. 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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