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## Senior System Engineer (Service Project Manager)-180267

**Primary Location** Netherlands-The Hague

**NATO Body** NATO Communications and Information Agency (NCI Agency)

**Schedule** Full-time

**Salary (Pay Basis)** : 6,992.41Euro (EUR) Monthly

**Grade** A.3

### Description:

Are you a Senior Systems Engineer (Service Project Manager) with experience in the successful Project Management of major C4ISR development and/or delivery projects for a large organization applying a standard Project Management framework? If yes, then 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.

Within the NCI Agency, the Directorate Air and Missile Defence Command and Control (AMDC2) is responsible for managing and providing full lifecycle support for AirC2 and BMD products and services, including procurement or development of new capabilities, sustainment of existing capabilities during its use and decommissioning of capabilities.

The Service Delivery Branch (SDB) manages the service transition and service operation of AMDC2 products and services under the authority of the Director AMDC2.

The service transition function covers the arrival/acceptance of new products/services and their introduction into an operational environment. This includes on-site installations and where applicable user acceptance.

The service operation function coordinates hand-over and take-over of new and changed products and services and manages these products and services in their 'in-service' stage, executing request fulfilment, incident management and problem management.

This position belongs to the Release and Deployment Section (RDS) which implements the service transition function within SDB. RDS is responsible for the fielding of new or upgraded products and services. This responsibility includes the planning, management and execution of transition activities such as installation of new sites, upgrading of installations and rollout of new/revised services. RDS provides Project Managers for on-site installation and baseline roll-out projects and other activities within the scope of Service Delivery and Support. RDS also liaises and coordinates the handover/takeover of the implemented services and fielded products with the In-Service Management Section (IMS) for supporting them during their in-service stage.

### Role Responsibilities

Under the direction of H-RDS, you will perform the following duties:

- Plan, implement and closely monitor and control the execution of the assigned projects in accordance with the appropriate NATO regulations and NCI Agency portfolio, programme and project management (P3M) procedures and associated plans;

- Execute, in coordination with the responsible resource managers, the necessary project resource management essential to the successful delivery of the capability and services required in the project;
- Apply risk management principles and processes in accordance with the appropriate NATO regulations and NCI Agency risk management policies and procedures;
- Apply quality management principles and processes in accordance with the appropriate NATO regulations and NCI Agency quality management policies and procedures;
- Deliver projects within the defined PRINCE2 tolerance areas of Time, Cost, Scope, Risk, Quality and Benefits;
- Report on assigned projects, maintaining full project transparency, status and knowledge information;
- Co-ordinate project related aspects within the Directorate with other elements of the NCI Agency, and Agency external stakeholders;
- Manage expectations of all project stakeholders;
- Act as Scrum Master, as required, when then Scrum Development Method is applied;
- Perform other duties, as 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 technical subject with substantial Information Technology (IT) content 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 12 years extensive and progressive expertise in the duties related to the function of the post.

#### Experience Required

In addition to 7 years of experience in the duties related to the function of the post, we also require the following:

- Recent experience of at least 6 years in the successful Project Management of major C4ISR development and/or delivery projects for a large organization applying a standard Project Management framework.
- A recognised formal Project Management qualification, such as PRINCE2, Agile PM and/or PMP, the lack of formal qualifications can be compensated by the demonstration of expertise and experience in the domain.
- Experience in managing projects involving military or other C4ISR systems.
- Good communication and management skills and the ability to effectively communicate orally and in writing, using tact and diplomacy, with good briefing and presentation skills
- Experience in managing projects in a matrix organisation.
- Knowledge of configuration management concepts, system life cycle management and quality management.
- Knowledge of the ITIL service management best practices across the service lifecycle.

#### The following will be considered as an advantage:

- Proof of certification as PRINCE2 Registered Practitioner and ITIL foundation certification;
- Proof of Risk Management certification (e.g. APMG Management of Risks)
- Proof of Scrum Master certification;
- Experience with developing and documenting business processes, preferably in an IT environment;
- Experience as Scrum Master in Scrum development projects;
- Experience and knowledge of deployable systems and sensors in the field of Command and Control;
- Knowledge of ISO 9001 Quality Management System;
- Knowledge of further Agile development methods;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including Allied Command Operations and Allied Command Transformation.

#### Competencies Required

You should possess the personal qualities of tact, judgement and adaptability as well as good political awareness and motivational and listening skills. In addition, a sense of diplomacy and propriety in order to work harmoniously with colleagues and other staff, both civilian and military, from NATO and the NATO nations, as well as with staff from private scientific/industrial organizations is needed.

*Deciding and Initiating Action* - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.

*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.

*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.

*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* - 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.

*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

Required to undertake business travel to NATO and national 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.

### Supervisory/Guidance Duties

Supervise assigned project staff to ensure technical standards, project milestones and processes and financial goals are met  
Co-ordinate with other Project Managers, Line Resource Managers, and Technical Leaders to ensure coherence with relevant resource and technical aspects outside the project domain.

### 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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