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System Engineer (Engineering Change Proposal Analysis)-180067

Primary Location Netherlands-The Hague

NATO Body NATO Communications and Information Agency (NCI Agency)

Schedule Full-time

Salary (Pay Basis) : 5,667.94Euro (EUR) Monthly

Grade A.2

Description:

Are you a Systems Engineer (Engineering Change proposal Analysis) with experience of System debugging and fault analysis of large-scale and real-time distributed software on Windows, Solaris and Linux? 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.

Directorate Air and Missile Defence Command and Control (AMDC2), as part of the NCI Agency, ensures the harmonised planning, implementation, deployment, evolution and support of the Air Command and Control System (ACCS) and other AirC2 assigned programmes, in a way that satisfies the operational requirements and minimizes the military risk, taking into account the NATO political, economic and schedule requirements and using the most suitable industrial and technological solutions. Directorate AMDC2 is the procurement and implementation body of the NCI Agency, charged with the effective planning, execution, delivery into service, evolution and through-life logistic support of NATO's and assigned national AirC2 systems.

The Engineering Branch (ENB) manages, controls, guides and orchestrates all technical aspects of all AirC2-related internal and contracted projects throughout their lifecycle. It provides estimation of the required effort for each project/task and staffs, plans, allocates and manages engineering resources according to agreed priorities. ENB executes overall design responsibility to ensure and harmonize the integrity, technical coherence and interoperability across all AirC2-related based projects throughout product lifecycles (requirements, design, implementation, test support and site support) and across assigned projects. ENB also maintains close coordination with Service Strategy and other key stakeholders across the Agency for technical roadmaps and engineering matters.

The System Engineering In-Service Support (SYS-ISS) section manages, controls, guides and orchestrates all system engineering activities related to the in-service support of allocated systems and ensures that maintenance and organic evolution of those systems is defined and executed according to agreed-upon standards and consistent with contractual

commitments and roadmaps. It also orchestrates the maintenance and deployment of associated baselines. SYS-ISS manages in-service support system engineering resources allocated to all projects assigned to Directorate AMDC2. It also ensures that organic baselines are maintained in accordance with the appropriate baseline management strategies.

Role Responsibilities

Under the direction of the Head-SYS-ISS (H-SYS-ISS), you will perform duties as follows:

- Maintain an in-depth knowledge, at system and sub-system level, of the products and internal systems of Directorate AMDC2.
- Support the analysis of system aspects, including architecture, hardware, firmware, software, integration, testing, data, performance, interoperability, quality, safety & security, for Product Managers, Operational Analysts, Software Engineers, Hardware Engineers and other System Engineers.

Support the analysis of Engineering Change Proposal (ECPs) to include:

- Analysis of ECPs to assess the potential impact on system integration, testing, data, interoperability, performance, quality, safety, security, configuration management, supply and operations;
- Estimating risk and cost ramifications of proposed ECPs;
- Performing feasibility and prototyping studies for major system changes and create the appropriate reports;
- Preparation of proposed solution documentation.

Participate in second line support activities for systems allocated to Directorate AMDC2 to include:

- Processing assigned incidents with the aim of restoring service to users;
- Supporting the NCI Agency Customer Service Desk in analysing incident reports for completeness; liaising with end-users and Customer Support Units to complete incident reports; and identifying similarity to pre-existing bug reports;
- Ensuring incidents are processed within the Key Performance Indicators of the related Service Level Agreement;
- Reporting incident status to the appropriate site support manager and/or system support manager;
- Propose new ECPs as needed.
- When assigned to support a project/product, be responsible for frequent internal co-ordination with project teams, Project Leaders and Product Managers.
- 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 Systems Engineering of large-scale distributed software or a related discipline or exceptionally, the lack of a university or 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 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:

- Recent experience of System debugging and fault analysis of large-scale and real-time distributed software on Windows, Solaris and Linux
- Experience of requirements engineering, computer system architectures, software architecture, hardware and firmware
- Knowledge of system quality, safety, security and risk management
- Experience in programming techniques, system integration, performance, database management systems (DBMS) and testing concepts
- Knowledge of system interoperability, LAN/WAN and network concepts
- Knowledge of system documentation.

The following will be considered as an advantage

- Current and evolving capabilities and trends of real-time technology (standards, system architectures,

products/vendors).

- Knowledge of Change Management.
- Experience in system performance measurement and evaluation.
- Knowledge of automated tools which support system debugging and system engineering activities.
- Experience in system engineering of an AirC2, an ATC system, a data acquisition or a real-time scientific processing system.
- Knowledge of the operational use of a current AirC2 or ATC system such as NATO Air Command and Control System.
- Experience of working in an international environment comprising both military and civilian elements.

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.

Writing and Reporting - Writes convincingly; writes clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.

Analysing - Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates

Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

Following Instructions and Procedures - Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.

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.

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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