

# **HQ JFC Naples Civilian Human Resources Management Office Vacancy**

**Job Title: Engineer (ICS): NCSA/004/2011 – 2<sup>nd</sup> advertisement**

**NATO Equivalent Grade: A-2 Equivalent**

**Location: Poggio Renatico (IT)**

**Length of contract: three-month renewable consultant contract**

**Applications Reception Deadline: 25 September 2011**

## **NATO JOB DESCRIPTION**

### **PART I - JOB IDENTIFICATION**

**Job Title** Engineer (ICS)  
**Command** NATO CIS Services  
**Rank/Grade** A-2 Equivalent  
**HQ** Sector Naples ESPE  
**Division** NCSA Detachment Poggio Renatico  
**Service Branch** Infrastructure and Communications Services

### **PART II - PE DETAILS**

#### **A. POST CONTEXT**

NCSA ensures the cost effective provision of secure end to end information exchange and processing services for NATO Consultation, Command and Control.

NCSA Sectors resource & plan, install, operate, protect, maintain and support CIS capabilities.

NCSA Detachments install, operate, protect, maintain and support CIS capabilities within parameters defined by the parent Sector.

ICS is responsible for the interface with the NATO wide communication systems and National Defense Networks. It maintains local area network infrastructure and provides Audio Visual and VTC services.

The incumbent is responsible for engineering, system support and maintenance of all assigned Communication systems.

#### **B. REPORTS TO**

Head (ICS), CDI DCX 0010.

#### **C. PRINCIPAL DUTIES**

The incumbent's duties are:

1. The Engineer is responsible to Head (ICS) for the installation, integration, programming, operations and maintenance of the interface with the NATO wide area communications systems, to include the NGCS node equipment and Packet Transfer Component (PTC) routers and switches; the local PABX and NATO Core Network related equipment; Local Area Network (LAN) Infrastructure to including both fibre and copper cabling, patch panels and active components; and VTC equipment; DLOS, HF/VHF/UHF and SATCOM systems operation and maintenance, Crypto Forward Supply Point (CFSP) technical management and low speed line operations and maintenance.

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2. Establishes and supervises proper preventive maintenance plans for all assigned COMMS systems. Provides to ICS technicians technical guidance on all network equipment. Responsible for problem analysis and solution testing beyond the technical abilities of ICS technicians. Analyzes contractor's maintenance reports and test results to ascertain conformity with technical and contractual standards and initiates corrective activities if required.
3. Performs regional circuit management duties for the area of responsibility, as assigned by the parent Sector. Supervises the installation of new circuits and proposes possible rerouting of circuits.
4. Responsible for the development of technical procedures for current and future telecommunication systems to ensure quality of service and continuity of technical skills. Responsible for the execution of initial training - On Job Training (OJT) for newcomer personnel
5. Liaises and co-ordinates with Detachment and Sector Engineers and external staff/contractors on technical matters pertaining to operations and maintenance of systems/equipment and supported services.
6. Responsible for the technical input to Head (Infrastructure and Communications Services) regarding communications for Detachment Service Improvement Plans (SIPs), for the Detachment Disaster Recovery/Business Plan (including development and implementation of the testing plan).
7. Provides performance metrics to Head (Infrastructure and Communications Services) regarding communications to assist in tracking SLA performance and compliance. Identifies and proposes required service and technical underpinning support contracts to Head (Infrastructure and Communications Services).
8. Provides inputs to annual O&M budget; leads the CEP process to support and improve assigned systems.
9. Stays abreast of technological developments relevant to the area of work.
10. Deputizes Head (ICS) during his absences.

Legal authority is held: None  
 Budget authority is held: None  
 Decision authority is held: None  
 Supervisory duties: None

There are no first line reporting responsibilities.

#### **D. ADDITIONAL DUTIES**

The employee may be required to perform a similar range of duties elsewhere within the organisation at the same grade without there being any change to the contract

The work is normally performed in a typical Secure Facility / CIS Facility environment. Normal Working

Conditions apply. The risk of injury is categorised as: No Risk

### **PART III - QUALIFICATIONS**

#### **A. ESSENTIAL QUALIFICATIONS**

##### **1. Professional/Experience**

**Primary: 523C** Electronics and automation

The study of planning, designing, developing maintaining and monitoring electronic equipment, machinery and systems. It includes designing computers and equipment for communication. (specialisation: Communication systems) [Ref: UNESCO ISCED 1997:523]

Primary Skill Level: Enable: Works under general direction within a clear framework of accountability with substantial personal responsibility and autonomy to plan own work to meet given objectives and processes. Influences team and specialist peers internally and may influence external organisations, HQs and agencies. Some responsibility for work of others and allocation of resources. Responsible to execute a broad range of complex professional or technical work activities in a variety of contexts. Plans, schedules and monitors work activities in order to meet time and quality targets and in accordance with established procedures. Selects appropriately from applicable standards, methods, tools and applications. Applies analytical and systematic approach to problem solving. Communicates and present complex information fluently to both specialist and non-specialist audiences. Maintains awareness of developing trends within the wider occupational field and absorbs new information rapidly and applies it effectively in relevant internal business areas or external agencies. [Ref: NATO adaptation of SFIA v3 2005:Generic Level Description]

Information Systems Engineering And Maintenance - Electronic Systems Engineering,

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Maintenance and Operations -Telecommunications Equipment

At least 4 years experience in operations and maintenance of Communication Systems, to include requirements identification, analysis, integration, testing, implementation, support and management.  
At least 4 years experience in network configuration, analysis, integration, testing, implementation and support.

Sound technical knowledge on wide area networks and communication systems.

**Secondary: 942D** Operation - Network control and operation

The day-to-day support, operation and control of all equipment within an IT network infrastructure. Includes data backup and restore, production of network performance statistics, provision of network diagnostic information and site surveys. [Ref: SFIA v3 2005:NTOP]

Secondary Skill Level: Enable: Uses network management tools to determine network load and performance statistics. Creates reports and proposals for improvement. Checks that problems are managed in accordance with agreed standards and procedures. Contributes to the investigation and diagnosis of network problems, working with users, other staff and suppliers as appropriate. Implements agreed network changes and maintenance routines. [Ref: SFIA v3 2005:NTOP]

**2. Education/Training**

University Degree in telecommunications, electronics, electrical engineering or related discipline and 2 years function related experience, or a Higher Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years post related experience

**3. Security Clearance**

COSMIC TOP SECRET (candidate must have or must be eligible for this clearance)

**4. Language**

English SLP 3333 (*Listening, Speaking, Reading and Writing*)

*NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.*

**5. Standard Automatic Data Processing Knowledge**

Word Processing:	Working knowledge
Spreadsheet:	Working knowledge
Graphics Presentation:	Working knowledge
Database:	Basic knowledge
e-Mail Clients/Web Browsers:	Working knowledge
Web Content Management:	Basic knowledge

**B. DESIRABLE QUALIFICATIONS**

**C.**

**1. Professional/Experience**

Specialisations: Information Systems Engineering And Maintenance - System Management Manage allocated resources and establish a program of work to maintain the operational and support environments for all assigned systems. Ensure that all approved changes are designed, implemented and tested in accordance with sound engineering principles and current procedures.

Specific Experience: Extensive experience of maintaining and configuring network infrastructure and communication systems.

Experience of maintaining and configuring transmission systems.

Experience of maintaining and configuring PABXs.

Good working knowledge of ITU-T standards and recommendations.

Recent experience (within last 5 years) with ISDN network applications and familiarity with ISDN test equipment.

Recent experience with network monitoring and management systems.

Experience in CIS manpower & personnel management.

Experience in monitoring/measuring quality/level of service.

**2. Education/Training**

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Post Graduate diploma in an IS engineering related subject.

Chartered engineer.

Member of a recognized professional body or institution

Courses:

NCISS-088 BME Engineering - NATO CIS School

NCISS-101 NATO CIS Orientation - NATO CIS School

NCISS-230 NIDTS (ROUTER) - NATO CIS School

NCISS-084 Digital Network Engineering (DNE IDNX-PE HQ) - NATO CIS School

NCISS-073 NATO CORE SWITCH (NCS) -SITE REGIONAL ENGINEER - NATO CIS School

### **3. Language**

Host nation language desirable (3322) due to interaction with local PTT, contractors and Host Nation.

## **C. CIVILIAN POSTS**

Has to perform assigned duties with little or no guidance. Must be professional, adaptable, patient, tactful, understanding, cooperative, and conscientious. Can expect to work extended hours and under pressure as required by operations. Proven managerial and supervisory skills are expected; must be able to direct a team of technicians, and to clearly express complicated technical matters and explain issues and formulate solutions. Uses independent judgment and lateral thinking to formulate solutions to dissimilar problems based on resources available and relies on extensive experience to accomplish goals. Works with general guidance from Operations, Plans and Service Level Management Engineer and is granted large autonomy in many critical areas. Must have good negotiation skills and diplomacy when dealing with contractors and other outside military agencies. Must be loyal and committed to the objectives of the organization.

### **1. Managerial Responsibilities**

Has to provide guidance and assign priorities to ICS technicians on all technical matters related to the installation, operation and maintenance of all data and voice communication systems. The incumbent is responsible for the implementation of complex COMMS projects. Deputises for Head (ICS).

### **2. Professional Contacts**

Coordinates, liaises and corresponds regularly with local customer, commercial companies, parent sector, professional engineering and contract reps and various NATO HQs/Agencies.

### **3. Contribution to the Objectives**

Significantly contributes to the overall efficiency and information flow of the Detachment and within the Sector. Provides guidance and technical advice directly affecting the operation and availability of NATO Communication systems. Provides essential broad scope and depth of knowledge necessary to manage the provision of communications services and infrastructure maintenance.

### **4. Work Environment**

The work is normally performed in a typical Secure Facility / CIS Facility environment. Normal Working Conditions apply. The risk of injury is categorised as: No Risk

## **HOW TO APPLY FOR THE POST**

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**APPLICATION FORMS.** *The official application form is available on the HQ JFC Naples web site, <http://www.jfcnaples.nato.int/page167213127.aspx>.*

*All applications submitted should include the vacancy number, which appears at the top of this announcement.*

- **Submit electronic applications only** to the [chrmooffice@jfcna.nato.int](mailto:chrmooffice@jfcna.nato.int).
- Address inquiries to [chrmooffice@jfcna.nato.int](mailto:chrmooffice@jfcna.nato.int)., making reference to the vacancy number.

Phone: 081-7212163/3802  
- Fax: 081-7212461  
- Mail: [chrmooffice@jfcna.nato.int](mailto:chrmooffice@jfcna.nato.int)

**NB: Copy of certification of highest level of education required must be included with the application. Incomplete applications or applications reaching Civilian Human Resources Management Office after the deadline may not receive consideration for selection.**

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