Vacancy Number: B04/0213

Post Number: ZSC RUR 0060

Job Title: Assistant (ACO PITT Controller)

NATO Grade: B-4

Basic Monthly Salary (12 x per year): 3 439.87 €, tax free

Closing Date: 24 March 2013

GENERAL BACKGROUND:

SHAPE, the Supreme Headquarters Allied Powers Europe, is the Headquarters of Allied Command Operations (ACO), one of the two major military commands of the North Atlantic Treaty Organisation (NATO). ACO safeguards an area extending from the northern tip of Norway to the eastern border of Turkey. This equates to nearly two million square kilometres of land, more than three million square kilometres of sea, and a population of about 320 million people.

POST DESCRIPTION:

Location: Casteau/Mons, 60 Km south of Brussels (Belgium)

Directorate: Resources

Branch: Urgent Capabilities Management

POST CONTEXT

SHAPE is the Strategic Headquarters for Allied Command Operations. The Resources Directorate is responsible for: Human Resources, Logistics, Engineering, Medical and Urgent Capability Management functions; directing, monitoring and coordinating the implementation of Integrated Resource Management (IRM) activities and staff functions at all levels of command across ACO. The Urgent Capabilities management (UCM) Branch is ACO's focal point responsible for policy, planning, coordinating, tracking and directing the timely definition and implementation of all Urgent Operational Requirements (UORs) for Alliance Operations and Missions (AOM). The RDC Section is ACO's focal point for the co-ordination of operational requirements. As PITT Information Controller (PIC), the incumbent is accountable to the Section Chief RDC for the functional administration of the application, including ongoing evolution of the system, and management of the PITT user community. The PIC provides the first line of support to all PITT users across and beyond ACO, and acts as the single point of contact with the relevant NATO agency for PITT issues.

REPORTS TO

Section Head(Requirement Definition Coordination), ZSC RUR 0010.

PRINCIPAL DUTIES

The incumbent's duties are:

1. Provision of functional service for all PITT users across and beyond ACO in order to facilitate parallel staffing of shared documents as demanded by an enhanced UOR workflow management, including first-line support, system configuration, language convention management, library management and network co-ordination.
2. Management of the PITT user community and maintenance of a PITT user list.
3. Control of access to PITT as well as ownership of PITT objects.
4. Validation of user inputs to the system and management of the PITT sites, including development and maintenance of document and site templates, linking of related contents, identification and clearance of redundant and outdated information.
5. Development and maintenance of PITT products (e.g. ARRP, project overviews) as directed.
6. Contribution to and organization of user training and workshops across ACO and development of appropriate user manuals and training material.
7. Function as ACO's focal point for PITT and work in close co-ordination with the system manager at the relevant NATO agency.
8. Report bugs and errors, identify, collect and analyze lessons learned, and contribute proactively to the development of the system.
9. Maintain a log of technical issues, validate technical upgrades and problem resolution.
10. Co-ordinate and provide advice to local PICs at subordinate Headquarters and NATO agencies as well as at across ACT and NATO HQ.
11. Act as alternate Assistant to the CMRB Secretary.

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.

ADDITIONAL DUTIES

The incumbent will co-ordinate directly with the project-management team from the relevant NATO agency and his fellow PICs at subordinate commands as well as at NATO HQ, ACT and NATO Agencies.

The incumbent may be required to undertake deployments up to 30 days in support of military operations and exercises, or TDY assignments, both within NATO boundaries and beyond.

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

<u>QUALIFICATIONS</u>

ESSENTIAL QUALIFICATIONS

1. Professional/Experience

1. Minimum of 2 years in an acquisition programming, planning or control environment.
2. Control of large volumes of information through use of database or spreadsheet supporting tools.
3. 3 years' function-related experience or 5 years' post-related experience.

2. Education/Training

Higher Secondary education and intermediate vocational training in business administration, public administration, finance, economics, accounting or related discipline which might lead to a formal qualification with 3 years experience, or a Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years post related experience.

Courses:
LSR-LC-3030 RESOURCE MANAGEMENT EDUCATION PROGRAMME (RMEP)COURSE (NU) - NATO School Oberammergau (DEU)

3. Language

English SLP 3322 (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.

4. Standard Automatic Data Processing Knowledge

Word Processing	:	Working Knowledge
Spreadsheet	:	Advanced Knowledge
Graphics Presentation	:	Advanced Knowledge
Database	:	Advanced Knowledge
eMail Clients/Web Browsers	:	Working Knowledge
Web Content Management	:	Not Required

DESIRABLE QUALIFICATIONS

1. Professional/Experience

Specific Experience:
1. At least two years of professional experience as a Functional Administrator for Microsoft Sharepoint-based applications.
2. Experience in Requirements Board administration duties.
3. Experience as a software instructor and co-ordinator for training and organiser for workshops or seminars.
4. Understanding of NATO Security Investment Programme (NSIP) policy, programming, authorization and implementation procedure.
5. Previous experience in multinational operations.

2. Education/Training

PITT Standard and Advanced Courses - SHAPE ADP Training Centre (BEL).
WISE content manager - SHAPE ADP Training Centre (BEL).
Microsoft Sharepoint application management.

3. Language – N/A

CIVILIAN POSTS

1. Personal Attributes

The incumbent will be required to have a comprehensive ability to reason, analyse and arrive at clear recommendations; also, to develop systems and plans to address the complex and changing business challenges found across ACO. The individual will need to be able to work independently, initiate work, be innovative, draw on experience and show sound judgment to influence decisions across, and up to the highest level of, the ACO organization. Experienced, quick of mind, agile in actions, the individual will be able to use tact, diplomacy and determination to achieve the

organization's goals. The individual must be able to instil confidence in others while managing the complexities of change throughout ACO. He/she must be able to multi-task and to work under pressure to achieve operational objectives and other deadlines. In addition, he/she must be charismatic and skilled to motivate and educate staff unsed to management of data and information by an advanced software solution. He/she must possess highly developed interpersonal skills to be frequently employed in resolution of delicate customer service situations in a multinational and multicultural environment.

2. Managerial Responsibilities

The incumbent will co-ordinate with the project manager from the relevant NATO agency team the fielding, use and further development of PITT. The incumbent will represent ACO at meetings at any organization if ACO's expertise on PITT is required.

3. Professional Contacts

The incumbent will interface with other PITT support and management staff in and outside SHAPE including civilian agencies between the ranks of SNCOs and staff officers. The contacts will entail exchange of professional experience focussed on military requirements to maintain and enhance PITT.

The incumbent will interface routinely with project managers from relevant NATO agencies and his fellow PITT Information Controllers at subordinate commands as well as at NATO HQ and ACT. The incumbent will engage with decision makers at Flag Officer levels to gain their support, when required.

4. Contribution to the Objectives

The incumbent will contribute significantly to SACEUR's Strategic Objective 4, "Enhance Capability Delivery by Continuously Improving ACO's Working Processes". Within his/her responsibilities, the incumbent will, in particular, contribute to the target that the timelines for capability delivery are reduced by:

(a) NATO-wide acceptance and implementation of PITT.
(b) Maintenance of accurately PITT data.
(c) Development and fielding of further PITT versions.
(d) Training of PITT users at all levels and in all affected organizations.

5. Work Environment

The work is normally performed in a typical Office environment. Normal Working Conditions apply. The risk of injury is categorised as: No risk / risk might increase when deployed

REMARKS – N/A

NOTE:

- Serving staff members will be offered a contract according to the NATO Civilian Personnel Regulations (NCPR). Newly recruited staff will be offered an initial contract of one year normally followed by an indefinite duration contract.
- Before applying for this position, please read carefully all the information contained in the following webpage http://www.aco.nato.int/page205113721.aspx.