

Notification of a vacancy

Post/Vacancy Number :	IM023
Grade :	B4
Title :	Application Support Assistant
Division/Office :	Programme Support Division
NATO Body :	NAPMA
Location/Country :	Brunssum, The Netherlands
Closing Date :	3 November 2017
Point of Contact :	Human Resources & Travel Office +31 (0)45 5262788

Duties:

Responsible to the Application Support Specialist (IM022) for the following duties:

- Installing, configuring, upgrading, administrating, maintaining, analysing and managing NAPMA's Document Management System (DMS) based on an on-premise MS SharePoint environment and other third-party solutions.
- Configuring service applications and third-party tools like retrieval (search), metadata, user profile synchronization, Add-ons, etc.
- Providing 2nd level helpdesk support related for the DMS and other business related systems, incl. monitoring and troubleshooting.
- Providing technical advice related to the development and support of NAPMA's DMS.
- Supporting to standardize and optimize the way data/information is stored and retrieved.
- Supporting to update content and user access/permissions (esp. on the external SharePoint portal).
- Integrating DMS related systems and tools into NAPMA's IT infrastructure (e.g. ERP, workflow, backup & recovery).
- Implementing IT security measures.
- Developing, testing, and implementing applications as well as specialized tools using commercial office automation packages (e.g. Excel, Access) to fulfil unique requirements.
- Creating and maintaining documentation of the DMS system and related applications, including master data and workflow diagrams.
- Preparing training material and train NAPMA staff on the use of the DMS, the workflow system and related applications.
- Contributing to create and maintain workflow processes in the ERP/DMS system environment.
- Contributing to business process analysis and design, conducting requirements analysis and specifying software solutions to satisfy user requirements.
- Contributing to requirements analysis, design, and configuration tasks for new/upgraded business process capabilities, and participating in system and application analysis.
- Assisting in coordination and supervision of consultants and their activities.
- Contributing to Statements of Work (SOW) and technical specifications for contractor

support services or IT related procurement.

- Providing back up assistance to other IT functions as required (e.g. 2nd level helpdesk, administration of MS SQL server or ERP system).
- Attending training courses relevant to the above duties.
- Performing other related duties as assigned.

Qualifications:

Required: Completion of secondary educational / vocational training related to the post; 3+ years of experience in administration, configuration and development of a Microsoft SharePoint environment; In-depth functional and technical knowledge of SharePoint (preferably 2016 version), SharePoint Designer and MS SQL Server; practical experience in improving retrieval (search) functionality and use of metadata in SharePoint; Familiar with HTML and PowerShell; Solid understanding of Microsoft Internet Information Services (IIS), Active Directory and Outlook/Exchange configuration; Ability to communicate effectively with users to provide functional assistance, determine application needs and deliver training; Ability to prepare logical and clear reports as well as technical documentation; Ability to work independently as well as working within a team; Strong problem-solving skills and initiative.

Desired: University degree in computer science or equivalent education; ITIL Foundation Certification; Practical experience with the SharePoint related third-part tools Tasker Tracker (TT+) and harmon.ie; Experience in migrating SharePoint environments (e.g. to new hardware or version); Experience in website design, implementation and maintenance; Development experience e.g. with Microsoft Visual Studio.NET, InfoPath, NINTEX; Experience and technical knowledge of SAP Enterprise Resource Planning (ERP) systems (preferably FM, FI, BW); Familiarity with Microsoft Windows client-server environments as well as NATO security requirements or equivalent experience in using automated systems containing classified information.

Must be fluent in one of the two NATO Official languages; some knowledge of the other is desirable. However, the work in NAPMA, both oral and written, is conducted in English.

Any applicant should be in possession of a NATO Secret (NS) security clearance. A NAPMA Application Form of any applicant is requested to be forwarded to NAPMA, Attn: Human Resources & Travel Officer, PO Box 8002, 6440 HA Brunssum, The Netherlands, no later than Friday, 3 November 2017. Should you have further questions, please contact our Human Resources & Travel Officer, Tel (31)45-526-2788 or via e-mail at recruitment@napma.nato.int.

Please be aware that the duration of the contract is limited to 31 December 2019 with no guarantee of renewal.