

## Notification of a vacancy

<b>Post/Vacancy Number :</b>	<b>IM014</b>
<b>Grade :</b>	<b>B4</b>
<b>Title :</b>	<b>Senior Information Technology Support Assistant</b>
<b>Division/Office :</b>	<b>Programme Support Division</b>
<b>NATO Body :</b>	<b>NAPMA</b>
<b>Location/Country :</b>	<b>Brunssum, The Netherlands</b>
<b>Closing Date :</b>	<b>16 March 2018</b>
<b>Point of Contact :</b>	<b>Human Resources &amp; Travel Office</b> <b>+31 (0)45 5262788</b>

**Duties:**

Responsible to the Information Technology (IT) Operations Manager (IM011) for the following duties:

- Performing IT related asset registers and inventories; tracking software licenses; maintaining and ordering IT equipment, spare parts, supplies and consumables; and updating IT assets configuration information.
- Consulting with vendors for IT products and services and assisting in specifying and costing the purchase of IT products and services; initiate and keep track of IT related procurement.
- Coordinating the repair of computer equipment covered by warranty or third-party vendor maintenance agreements.
- Providing 2<sup>nd</sup> level Helpdesk support and performing routine maintenance of Personal Computer (PC) hardware, laptops, printers, software and peripheral equipment; responding to service requests for loan of equipment; backing up 1<sup>st</sup> level Helpdesk services (incl. call handling), secure email gateway and e-mail traffic checks.
- Providing 2<sup>nd</sup> level Helpdesk support related to NAPMA's DMS (SharePoint) and other business related systems, including monitoring and troubleshooting as well as supporting to update content and user access/permission (esp. on the external SharePoint environment).
- Installing, configuring, and repairing desktop hardware, mobile devices and peripherals, as well as related software and applications.
- Preparation and handling of pooled IT equipment (e.g. laptops, mobile phones, special devices).
- Supporting the deployment, replacement, relocation, and disposition of IT equipment.
- Controlling and performing the manual administration of stand-alone workstations, to include application and anti-virus software updates.
- Inspecting and preparing IT equipment for mobile NAPMA staff, ensuring proper installation of operating systems, security measures, and software; inspecting and preparing VTC equipment.
- Participating in scheduled Local Area Network (LAN) tasks, including updating anti-virus definition files, monitoring network servers, and performing system-wide backups and data

recovery activities.

- Assisting with the installation and support of data telecommunication equipment such as switches and main distribution systems and the local cable plant.
- Implementing and enforcing IT security measures.
- Ensuring the integrity of user's data when carrying out any work on user's systems; and conducting data security audits and virus scans on servers and workstations.
- Helping develop and maintain IT operations and maintenance logs and related procedures.
- Staying abreast of IT developments, service management best practices, and commercial trends.
- Providing back-up assistance to other IT functions as required (e.g. administration of SharePoint, network, MS SQL, Skype or Exchange server).
- Contributing to requirements analysis, design, and configuration tasks for new/upgraded business process capabilities, and participating in system and application analysis.
- Attending training courses relevant to the above duties.
- Performing other related duties as required.

**Qualifications:**

**Required:** Completion of secondary educational/vocational training related to the post; At least 3 years' IT support experience in a multi-user client-server environment; Microsoft Certified Desktop Support Technician (MCDST) or CompTIA A+; experience installing, upgrading, troubleshooting and repairing workstations, printers and other peripherals; Proficiency operating and supporting Microsoft Windows desktop Operating Systems, Microsoft Office applications, and computer hardware.

Experience with IT user support and controlling IT supplies; Working knowledge of networking concepts, Internet technologies, network security devices, and virus scanner products; Proven skills at installing and performing troubleshooting on various computer and network equipment; Ability to communicate effectively with users to provide functional assistance, determine application needs and provide training; Ability to prepare logical and clear reports as well as technical documentation; Ability to work independently and as a team member, establish and maintain cooperative working relationships, and manage multiple concurrent activities; Strong problem-solving skills and initiative; Ability to learn and adapt to new technology and excellent interpersonal and oral communication skills.

**Desired:**

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; ITIL Foundation Certification; CISCO Certified Network Associate (CCNA); Experienced with Network Endpoint Security(i.e. McAfee EP Security and Checkpoint EP Security etc.); Familiarity with NATO security requirements or equivalent experience in using automated systems containing classified information; Ability to explain technical concepts in non-technical terms. Experience with Enterprise Resource Planning (ERP) systems.

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 Resource

& Travel Officer, PO Box 8002, 6440 HA Brunssum, The Netherlands, no later than Friday, 16 March 2018. 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](mailto:recruitment@napma.nato.int).

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