

**STAFF ASSISTANT (PROBLEM MANAGEMENT)**

Post Number: IJC SISAMN 0070  
Application Closing Date: 11 Mar 2013

International Security Assistance Force (ISAF)  
Location: Kabul International Airport (KAIA), Afghanistan  
Post - International Civilian Consultant (ICC) Grade - IIA

\*\* Only nationals of [NATO member countries and ISAF Troop Contributing Nations](#) are eligible to apply for this post \*\*

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**Post Description:**

Headquarters International Joint Command (HQ IJC) is responsible together with Afghan National Security Forces (ANSF) for neutralizing the insurgency in specified areas in order to protect the Afghan people and provide a secure environment. Deputy Chief of Staff Operations (DCOS Ops) Support is responsible for planning and execution of the Combat Support and Combat Service Support. Deputy DCOS Ops Support is responsible for oversight of the execution of Combat Support functions. Sector ISAF is responsible for providing Single Enterprise Service Management to the ISAF Area of Operation. Sector ISAF Command Staff Group (SISCSG) – is responsible for delivering a Coalition, Command, Control, Communication, Computers, Intelligence Surveillance and Reconnaissance (C5ISR) service to support operational requirements. Operations Section (SISOPS) is responsible for translating CJ6 Communication Information Systems (CIS) Ops requests into deliverable CIS provided services. The Afghanistan Mission Network Operation Centre (AMNOC) is responsible for management and technical support of all assigned systems. The incumbent is responsible for reducing incidents and resolving problems quickly to minimise adverse impact on business operations.

**Principle Duties:**

Responsible to the NCHQ SMF Process Owner for the nominated process.  
Manage change to the processes, under direction and control of the Process Owner and, ensuring processes act & interact seamlessly with associated processes (Incident/Change).  
Manage to day to day co-ordination via toolset of Problems in ISAF. Ensuring all stakeholders (AMNOC/SDs/SSG etc) are pro-actively progressing problems within their AOR.  
Communicate with the Process Owners as necessary for process relationships, integration and general development and maintenance of process.  
Shall provide advice/guidance/training on the SM tool to stakeholders as necessary.  
Identify external stakeholders (ie THALES) and to ensure an end to end PM process.  
Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.  
Ensures that problems are fully documented within the relevant reporting system(s).  
Coordinates the implementation of agreed remedies and preventative measures.  
Review and analyse support requests.  
Categories and prioritise problems.  
Analyses patterns and trends.  
Allocate problems to specialist technicians.  
Ensure problems progress through the PM process.  
Review proposed solution by the specialist, pass to ChM to implement solution (if required)  
Problem closure.  
Monitor processes and identify and recommend improvements the SMFT process Owner.

## NON SENSITIVE INFORMATION RELEASABLE TO THE PUBLIC

### **Additional Duties:**

Work with the Service Desk staffs to ensure recurring incidents are captured and problems raised. Trend Analysis.

Instigate forums with appropriate groups to conduct and drive Root Cause Analysis of service affecting problems, ensuring actions are delivered within agreed timescales.

May be required to perform other related duties as required.

### **Essential Qualifications:**

#### **Professional/Experience:**

Experience of business relationship management.

Sound understanding of Service Management and clear commitment to Service Management Framework.

#### **Education/Training:**

CIS Vocational Training

SMF Overview

ITIL Foundation

ITIL Intermediate Service Operations

ITIL Knowledge on handling Major Incidents & Problem Diagnosis

#### **Language:**

English: Good level of written and spoken language skills.

**Standard Automated Data Processing (ADP) Knowledge:** Working Knowledge

### **Desirable Qualifications:**

#### **Professional/Experience:**

Bachelor degree or equivalent experience in an IT/CIS role in a multinational environment

#### **Education/Training:**

Analytic mindset with attention to detail

Quality documentation and report writing ability.

#### **Personal Attributes:**

The candidate will be highly motivated with very good interpersonal and communication skills. He/She must have strong analytical skills and the ability to convert highly technical and detailed material into useful management information.

Must possess very good presentational skills as he/she will be required to prepare and present projects briefs for approval at senior staff level (general officer or equivalent).

The candidate must be a pro-active self-starter person, able to demonstrate confidence and leadership.

The candidate must have a comprehensive grasp and knowledge of the military culture.

#### **Managerial Responsibilities:**

Management of project activities at all levels of the organisation using best practice in a difficult and often unstructured environment.

The candidate is responsible to effectively manage his/her time and resources needed in the execution of his/her duties in order to bring all assigned tasks to fruition.

#### **Contribution to Objectives:**

The candidate will be expected to drive the interests of the customer areas in the delivery of capability.

There is an open and receptive environment for best practice brought by personnel employed in the department and it is expected that the candidate will contribute fully in this respect.

**Professional Contacts:**

The candidate will be required to establish and maintain good working relations with both military and civilian personnel in and outside of IJC HQ ISAF.

**Work Environment:**

Fast-paced, multinational environment. Living conditions may be deemed austere. Lodging is arranged on the military compound.

Duties are performed on a military base in hazardous and extreme conditions

Applications should be sent to [vacancies@hq.isaf.nato.int](mailto:vacancies@hq.isaf.nato.int)

**Additional Remarks:**

Only applications from candidates meeting essential requirements will be taken into consideration. The successful applicant is required to be proactive in fulfilling the pre-employment conditions. This includes medical examinations and security clearance certificates. Applicant must be able to obtain or to be issued a North Atlantic Treaty Organisation recognized national Secret Security Clearance certificate. An initial 12 month contract will be offered and contract extensions may be possible. Because of the dynamic environment, ISAF posts are under regular review and therefore post details and responsibilities, including contract duration and contractual grade may change during the contractual period.

**Benefit Package:**

Monthly salary of € 5,473.00 (Tax free in the host country).

Daily Allowance of € 82.93 while working in Afghanistan.

Installation allowance equal to one-month salary (50% to be reimbursed if not completing two consecutive years of service).

Free accommodation.

Meals of good quality available to purchase.

Laundry service at nominal charge.

Two days of annual leave per month.

Start of Tour & End of Tour paid transportation.

7 days "Leave from Theatre" plus reimbursement of ticket - up to € 1.000 for every 6 months spent in the theatre.

Medical Insurance, small fee charged.

24/7 Death and Disability coverage.

If interested, please apply in accordance with the General Information for applicants provided through the following link:

[http://www.isaf.nato.int/images/stories/File/General\\_Information\\_ApplicantsCH1.pdf](http://www.isaf.nato.int/images/stories/File/General_Information_ApplicantsCH1.pdf)