

## STAFF ASSISTANT (OPERATION LEVEL AGREEMENTS MANAGEMENT)

Post Number: IJC SISSMS 0040  
Application Closing Date: 02 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:**

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. 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 (AOA). 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 Communications and Information Systems (CIS) Ops requests into deliverable CIS provided services. The Service Management Section (SISSMS) is responsible for the control and oversight of the Afghan Mission Network (AMN). The incumbent is responsible for creating and overseeing Operation Level Agreements (OLA) with all customers.

### **Principle Duties:**

Managing Operation Level Agreements with Troop Contributing Nations (TCNs).  
Produces reports to compare actual versus agreed upon service levels as required.  
Shall ensure regular reviews are undertaken of Mission Threads delivered with the relevant parties.  
Where Mission Threads have been impacted, ensure Incident/Problem Management or other System Management action has been taken to prevent a recurrence.  
Proactively feeds improvement suggestions to Governance.  
Ensures Customer/Provider notification has been carried out where Mission Threads may be affected by any change.  
Undertakes administration activity required.

### **Additional Duties:**

May be required to perform other related duties as required

### **Essential Qualifications:**

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

Experienced Service Manager at Expert level with a deep understanding of Service Management in large organisations that are geographically diverse and a multi-cultural environment and practical experience of CIS Operations and Maintenance (O&M) at the tactical/operational/strategic levels: user requirements and capability requirements capture and the OLA operation and management of complex CIS OLAs.  
Deep understanding of Service Level Management, good understanding of Incident Management, Change Management and Release and Deployment Management.  
Information Technology Infrastructure Library (ITIL) Service Transition/lifecycle qualified. Need to have good customer facing skills.

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

Higher education with vocational training in a related field

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### Language:

English: Good level of written and spoken language skills.

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

### **Desirable Qualifications:**

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

Project management experienced

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

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

PRINCE2 qualified

Analytic mind-set with attention to detail

Quality documentation and report writing ability

#### **Personal Attributes:**

The incumbent must have excellent inter-personal and communication skills. Must demonstrate maturity, poise, tactfulness and firmness. There is a requirement to frequently work under pressure, high workload and irregular working hours. Works with little or no supervision. In most cases the objectives are clearly defined, however, the wide range of procedures requires a significant amount of research and analysis. In many cases there is only little guidance from past and present practice available. Supervisory guidance is not available for some subjects so that creative development of new strategies is required.

#### **Managerial Responsibilities:**

Manages the Operational Level Agreements

#### **Professional Contacts:**

Gives guidance to personnel involved in service delivery management at all levels throughout IJC HQ. Frequent (daily) internal contacts with system management and operational staff to discuss and resolve system service issues (operational, technical, budget and support) and to represent Resource Allocation at formal meetings. Frequent external contact (weekly) with management staff at other NATO headquarters to resolve problems related to supported systems services. This requires a high degree of tact, perseverance and persuasion to influence the discussions and ensure that technically sound decisions are made. Less frequent contact (monthly) with other agencies, contractors, etc. at the high management level to discuss supported systems services and future programs.

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

Provides guidance and advises on all technical and Service Management questions which may come up in the process of the Service Delivery in the development, decision making and implementation phases. He will also give recommendations to upgrade services / systems or shift capabilities.

#### **Work Environment:**

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

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

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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)