

STAFF ASSISTANT (SERVICE DESK MANAGEMENT)

Post Number: IJC SISKAF 0070

Application Closing Date: 05 Mar 2013

International Security Assistance Force (ISAF)
Location: Kandahar Air Field (KAF), 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 **

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. 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 (AOO). 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. Squadron KAF (SISKAF) is responsible for the delivery of CIS Services in the KAF Headquarters under Sector ISAF direction. The incumbent provides C&I Agency with the management level visibility of the user interaction, allows oversight of the contracted services.

Principle Duties:

Leadership and management of the Service Desk to ensure the maximum effectiveness and availability of NATO IS for end users.
First Point of Contact for end users submitting requests for assistance Ensuring proper prioritization and management of trouble tickets, and liaison with other service support providers.
Managing Service Desk staff to provide the following 24/7 Service Desk services:
First Point of Contact for end users submitting requests for assistance
Resolve Level I and some Level II issues
Set-up and termination of user accounts
Interface with CIS users for all service desk related Installation, Maintenance and Change requests (IMACs).
Dispatches to provide second level support to common application and OS related issues to end users.
Manage ticketing system queue according to priority.
Ensure timely and accurate updates to ticket history.
Observe Service Level Agreement guidelines ensuring requests are resolved and closed within the established time tables.
Follow SOPs and highlight changes required to documentation responsible parties.
Ensure that all support documentation is current.
Follow and maintains industry best practices.
Troubleshoot as per provided SOPs.
Update assigned tickets in detail with pertinent information.
Advise Service Desk escalation of tickets to other support group if not a service desk related issue.
Provide basic hardware and connectivity troubleshooting.
Support printer IMACs.
Able to work shift and longer hours if required.
Implementation and operation of ITIL-based processes.

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Additional Duties:

May be required to perform other related duties as directed.

Essential Qualifications:

Professional/Experience:

Should have at least 2 years of experience working on a large help desk environment
Experience as a Service Desk supervisor
Knowledgeable in service management processes (Information Technology Infrastructure Library - ITIL)
Experience facing customers in a demanding environment
Good communication skills and customer service oriented
Should be thoroughly knowledgeable on office automation software
Basic networking principles and troubleshooting experience
Experience supporting Microsoft applications suite
Experience with various ticketing systems
Hardware support and troubleshooting experience
Experience in the CIS Service Desk support arena

Education/Training:

A+ certification, Network+ certification
Microsoft Certified Desktop Support Technician (MCDST) certified (and preferably Microsoft Certified Solutions Associate (MCSA)/Microsoft Certified Solutions Expert (MCSE) qualified)
Hardware support
Ticketing systems (BMC Service Desk Express preferable)
Training in ITIL

Language:

English: Good level of written and spoken language skills.

Standard Automated Data Processing (ADP) Knowledge: Working Knowledge

Desirable Qualifications:

Professional/Experience:

Previous experience of a military CIS environment desirable
Bachelor degree or equivalent experience in a related field in a multinational environment

Education/Training:

PRINCE2 qualified
Analytic mind-set with attention to detail
Quality documentation and report writing ability

Personal Attributes:

Capable of working harmoniously in a multi-national environment, while representing and projecting the needs of the Customer and Sector ISAF as a whole in a firm but diplomatic manner. The post holder must be capable of organizing work priorities, be a competent communicator both orally and written, and at least understand and comprehend lateral thinking.

Managerial Responsibilities:

Time and resource management
Efficiency management capabilities
Analysing and coordinating

Professional Contacts:

The post holder must be able to liaise effectively, both internally and externally, with military and civilian personnel at all levels. Contacts require explanation, discussion, recommendations and approval of action. Contacts include staffs from IJC Communications and Information Service (CJ6)

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office, ISAF HQ CJ6, Kandahar Airfield CJ6, Regional Commands and personnel from NATO agencies. Excellent interpersonal skills are required.

Contribution to Objectives:

The work involves the analysis and research of a complete task with recommendations affecting the plans and management of Sector ISAF and CJ6 objectives to maximize efficiency and achieve the minimum outages required to effectively carry out the mission. The work of the incumbent impacts both directly and indirectly to the work and objectives of the organization.

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

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