

STAFF ASSISTANT (SERVICE IMPROVEMENT)

Post Number: IJC SISSMS 0070
Application Closing Date: 02 Mar 2013

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

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

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. 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 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 implementing a programme of work to check and improve CIS operations in-theatre.

Principle Duties:

Maintains the lessons learned database to track continual service improvement observations and recommendations.
Implements a customer satisfaction survey and improvement program to monitor system and service satisfaction.
Assist OLA and SLA staff on measurement of service agreements.
Monitors asset and configuration management databases to ensure data integrity.
Assists C&I Agency with local audits.
Implements a Service Management process improvement program by working with SOP owners to identify process efficiencies.

Additional Duties:

May be required to perform other related duties as required.

Essential Qualifications:

Professional/Experience:

Experienced CSI Manager at Expert level with a deep understanding of the entire ITIL Service Lifecycle, especially Service Desk, Service Level Management Incident Management, Change Management in large organisations that are geographically diverse and a multi-cultural environment. Information Technology Infrastructure Library (ITIL) Continual Service Improvement (Service Measurement, Service Reporting, Service Improvement), /lifecycle qualified.

Education/Training:

Higher education with vocational training in a related field

Language:

English: Good level of written and spoken language skills.

Standard Automated Data Processing (ADP) Knowledge: Working Knowledge

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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 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. Consequently he/she 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.

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.

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.

Work Environment:

The work is normally performed in a typical deployed office environment.

Field Working Conditions apply.

The risk of injury is categorized as: Medium Risk.

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 € 4,747.00 (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