

	<p>NATO AEW&amp;C PROGRAMME MANAGEMENT AGENCY</p> <p><b>NOTIFICATION OF VACANCY</b></p>
Post Title	Information Technology Manager
Post Number	IM011
Duty Location	Brunssum, The Netherlands
NATO Grade	G17
Nation	NU
Division/Office	Information Management Office
Branch/Section	-
Clearance	Cosmic Top Secret (CTS)
Manages/Supervises (no. of staff)	4 / 2 (directly/indirectly)
Closing Date	Monday 11 May 2026
Point of Contact	Human Resources & General Services Office <a href="mailto:recruitment@napma.nato.int">recruitment@napma.nato.int</a>
Application Details	<p>A NAPMA Application Form of any applicant should be forwarded by email to <a href="mailto:recruitment@napma.nato.int">recruitment@napma.nato.int</a>. The application form can be downloaded at <a href="http://www.napma.nato.int">www.napma.nato.int</a>.</p> <p>NAPMA can only employ nationals from the NAPMO Nations for this position.</p>

**1. POST SUMMARY**

NAPMA is a NATO Agency responsible to plan, acquire, and deliver improvements to and support the sustainment of the NATO AEW&C capabilities, while ensuring technical airworthiness, following the guidance of the NAPMO Nations.

Within the Agency and specifically in the Information Management Office, the Information Technology Manager supervises the activities of IT Operations Staff and performs day-to-day IT system administration of NAPMA CIS to ensure that all IT Services are securely delivered to the Agency.

**2. PRIMARY RESPONSIBILITIES**

The Information Technology Manager is responsible to the Chief Information Management Office (IM001) for the following duties:

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- Supervising the Information Technology (IT) Operations staff, consultants and coordinating their activities.
- Assisting in strategic and security planning, policies, budget preparation, IT acquisitions; and preparing supporting documentation and training.
- Assessing and advising on technological trends, developments and best practices.
- Monitoring system security; serving as the CIS Security Officer and liaising with the NAPMA Security officer.
- Liaising with NATO Cyber Security Center (NCSC) to coordinate activities to support and monitor NAPMA CIS security posture; ensuring operational and security integrity.
- Providing technical support to the development and execution of the IT Programme of Work (PoW).
- Supervising, performing, and documenting the installation, configuration, operation, and maintenance of NAPMA CIS IT infrastructure.
- Monitoring performance of all IT components and the provision of IT services by government and commercial service providers against Service Level Agreements (SLA).
- Troubleshooting and resolving problems; responding to 2nd level helpdesk requests; and performing planned maintenance activities such as updates and backups.
- Developing and maintaining procedures and configuration documentation for the management and maintenance of IT capabilities.
- Contributing to the preparation of Statements of Work (SOW) and technical specifications for the acquisition of IT hardware and services.
- Interacting with users at all levels to help resolve IT-related issues; representing NAPMA at NATO-level IT working groups.
- Staying abreast of IT developments, service management best practices, and commercial trends.
- Assisting with technology planning and contributing to the development of procedures that optimize network availability.
- Researching, evaluating, and recommending new technologies related to computer networking, peripheral equipment, and software.
- Developing and maintaining IT operations documentation, including maintenance logs and related configuration information and support services procedures.
- Enhancing the Agency's BCP capacity via disaster backup and recovery capability.

### **3. ADDITIONAL DUTIES**

The incumbent may be required to perform other related duties as directed.

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### 4. ESSENTIAL QUALIFICATIONS AND EXPERIENCE

#### Qualifications:

- Bachelor's degree from at a nationally recognised/certified University in a related discipline (Computer science or Engineering);
- Or exceptionally, the lack of a university degree may be compensated by the demonstration of particular abilities or experience that is/are of interest to NAPMA, that is, at least 10 years extensive and progressive expertise in duties related to the function of the post.

#### Experience:

- At least 3 years post-related experience in managing and maintaining:
  - Microsoft Windows client-server CIS running on virtual environments;
  - comprised of Commercial-Off-The-Shelf (COTS);
  - network communications hardware;
  - network security devices;
  - data storage capabilities;
  - Virtual Private Networks (VPN) solutions.
- Analytical experience with network management and related tools;
- Extensive IT knowledge with an emphasis on Windows-based Local Area Network, personal computer hardware and office productivity software, web-based capabilities;
- Experience with Document Management Systems (i.e. MS SharePoint);
- Experience with network communication protocols and client/server architecture standards;
- Working knowledge experience of CIS Security concepts and practices;
- Proven skills and experience at installing and performing routine maintenance and troubleshooting on various IT equipment;
- Experience with analyzing complex technical matters, managing multiple concurrent tasks, working on own initiative with limited supervision, and establishing and maintaining effective working relationships

### 5. DESIRABLE QUALIFICATIONS AND EXPERIENCE

- Post graduate degree in a field related to the post;
- Recognized commercial IT or Cyber Security related certifications; e.g. Microsoft Certified System Engineer (MCSE), Cisco Certified Network Associate (CCNA), Certified Information Systems Security Professional (CISSP) or Systems Security Certified Practitioner (SSCP);
- Experience as IT Project Manager; Background in NATO/Government contracting and financial procedures;
- Familiarity with NATO IT security requirements or experience in managing automated systems containing classified information.
- Experience with Enterprise Resource Planning (ERP) systems.

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### **6. ATTRIBUTES / INTERRELATIONSHIPS**

All NAPMA personnel are expected to conduct themselves in accordance with the current NATO Code of Conduct agreed by the North Atlantic Council (NAC), and thus display the core values of integrity, impartiality, loyalty, accountability, and professionalism.

Possessing core leadership skills, passion and motivation together with effective communication skills, to create a spirit of cooperation in order to build complementary interpersonal relationships for team building needed for efficient IT operation tasks.

Possessing emotional self-control to remain calm in the face of adversity while remaining flexible to emerging requirements.

The incumbent should operate with a positive "can-do" attitude and spirit of cooperation.

### **7. LANGUAGE REQUIREMENTS**

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.

### **8. TELEWORKING**

Teleworking opportunities may be considered, subject to the requirements of on-site activities.

### **9. REMARKS**

Knowledge of the following services and roles is considered an advantage:

- MS Windows Server Administration (latest version)
- Active Directory Domain Services (AD DS)
- Group Policy Management & Hardening
- DNS, DHCP, and IPAM Administration
- MS Windows Server Security & Hardening Techniques
- Failover Clustering & High Availability
- MS Windows Server Hybrid Administration
- Network Security Fundamentals
- Security Incident Response & Forensics (MS Windows focused)
- TCP/IP, VLANs, Routing & Switching Basics
- Firewall Administration
- VPN & Remote Access Technologies
- Network Monitoring & Troubleshooting
- Microsoft Endpoint Configuration Manager (MECM/SCCM)
- CompTIA Security+ (Current Version: SY0-701 or later)
- Identity and Access Management (IAM)
- MS Windows Client and Server OS (i.e. Win 11, Win 2K22 Server)
- ITIL 4 Foundation
- Virtualization of Data Centers (preferably VMware)
- SQL Administrator

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- PowerShell Scripting & Automation.

Any candidate should be in possession of a Cosmic Top Secret (CTS) security clearance when taking up the position.

NAPMA can only employ nationals from the NAPMO Nations (BEL, CZE, DNK, DEU, GRC, HUN, ITA, LUX, NLD, NOR, POL, PRT, ROU, ESP, TUR, USA) for this position.

NAPMA is looking to fill this position based on full-time employment.

The selected candidate will be offered a three year definite duration contract.

When applying for a NAPMA vacancy, it is necessary for NAPMA to collect and process personal data about you in order to assess and evaluate your suitability for the vacancy, and (if successful) to coordinate with relevant service providers in preparation of your appointment.