

STAFF ASSISTANT (HRDS REMOTE ADMINISTRATOR)

Post Number: **RSD SAX 0110**

Application Closing Date: 24 Sept 2020

Resolute Support (RS)

Location: Kabul, Afghanistan

Post – Mission Civilian – MCIV 3

Post Description:

- The incumbent manages the access and control to and administration of the Service Management Toolsets. The HRDS remote administrator is part of RS SSG under AMNOC Service Desk.

Principle Duties:

- Manage HRDS systems with particular attention to the assigned HQs local requirements and constraints. Responsible for periodic reports to SHAPE HR Data Services (HRDS) on the effective and efficient use of the systems.
- Supports assigned users as remote part of the RSM HRDS Helpdesk for questions, requests and incidents.
- Manages and leads the RSM HQs on-site training activities to all HRDS users on a periodic basis; delivers specific system training. Develops and implements SHAPE HRDS training aids, notes and presentation to support periodic training.
- Coordinates RSM assigned users and all technical aspects required for the installation of HRDS applications, certifies HRDS application access for approved personnel.
- Provides advice and assistance to HRDS users.
- Leads in creating and maintaining direction and guidance, focusing on users' requirements. Designs and generates database queries/reports in support of RSM HQs.
- Initiates configuration change proposals to resolve Users operating difficulties; interacts with Signal Support Group\NCIA specialists and the central HRDS helpdesk for technical/data management support and maintenance if required.
- Support the implementation of SHAPE HRDS policies and procedures.
- Attends periodic SHAPE HRDS seminars/meetings.
- Assists the HQ RS HRDS Super User if requested.
- Acts as remote HRDS administrator (with access to all HRDS systems data not limited to the assigned HQs) to be able to investigate and resolve incidents from the local and regional HQs.
- Assists in the development and maintenance of HRDS computer based training (CBT) programme.
- Provides first line maintenance of the HRDS mobile training facility and training aids.
- Assists in the maintenance of HRDS User Support Facilities (Help Desk and Help Pages, Tips and Tricks, etc.).
- Provides input for maintenance of approved HRDS Syllabi.
- Assists with course planning, enrolment, selection, delivery and award of qualifications.
- Supports HRDS Systems fielding and acceptance testing (focusing on User requirements compliance).
- Provides advice to the HRDS User Group on the effective and efficient use of the system.

Essential Qualifications:

Professional/Experience

- At least 3 years' recent experience in HR Data Management applications and their support in military or international environment focusing on one or more of the following areas:
 - Management/support of organizational structures and posts and their approval workflow;
 - Management/support manning and personnel data
 - Management/support of functional roles related to the maintenance of the HR data
 - Management/support of on-boarding, in- and out-processing of staff
 - Management/support of ID cards and related data

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- Management/support of privileges and entitlement data and balance
- Management/support of access control data
- Management/support of HR reference data
- Management of HR user accounts
- At least 3 years' experience in a medium to large (>500 users) distributed organisation
- At least 1 year experience as a helpdesk operator (or similar) working with users deskside and remotely.
- At least 2 years' experience delivering role based trainings as a significant job function.
- At least 1 year experience with HR business processes and workflows related to manpower and personnel data.

Language

English: Good level of written and spoken language skills.

NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.

Desirable Qualifications:

Professional/Experience

- At least 1 year experience using NATO's current HRDS systems
- At least 1 year experience as a trainer for NATO's current HRDS systems.
- At least 1 year experience in the application management of NATO's current Human Resources Data Services (HRDS) applications.
- At least 1 year experience as a SharePoint 2013 (or later) administrator.
- At least 1 year experience using a formal trouble ticketing system.
- At least 1 year experience in a NATO position that required use of NATO's Manpower Policy and Procedures directive, MC 216/4 (AAP-16D).

Education/Training

- A university degree in Management or Business Administration or IT and 3 years function related experience

Personal Attributes

- The incumbent must exhibit negotiating and diplomatic skills in dealing with users and senior staff of Headquarters, with external agencies and with contractors.
- A high level of tact will be required in the course of dealing with stakeholders to change long entrenched traditional methods of manpower and personnel management.
- The incumbent has daily external contacts with the HRDS Centralized Helpdesk and HRDS Application Manager but he/she must be able to work with very low supervision, still providing objective results agreed with the Supervisor.
- The incumbent is expected to provide training, customer service and support to the local and remote HQs and HRDS users. The proficiency of all users to exploit HRDS Systems will provide the basis to successfully support ACO's decision making process in an efficient manner.
- Above all, the incumbent will have to exhibit team player and team management skills, and be able to delegate and escalate within and outside of the HQ.
- Whilst dealing tactfully with users and HQs, the Remote Administrator must nevertheless maintain a firm control of account access permissions, in accordance with approved policies.
- At the same time, he/she must be able to use knowledge and initiative to help users to solve their system access problems.

Professional Contacts

- The incumbent will routinely interface with the following:
 - (a) Users at all professional levels, providing advice, guidance and information on HRDS issues.
 - (b) With system specialists at managerial and engineer level concerning the technical support

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to the system throughout its lifetime.

(c) NATO technical staff providing life-cycle support to HRDS system(s).

Work Environment

- The employee may be required to perform a similar range of duties elsewhere within the organisation at the same grade without there being any change to the contract.
- The work is normally performed in a NATO office working environment/ Secure office environment with artificial light and air (e.g. Bunker).
- Normal Working Conditions apply.
- The risk of injury is categorised as: No Risk.

Benefit Package:

- Monthly salary of € 6,004 (Tax free in the host country).
- Daily Allowance of € 87.69 while working in Afghanistan.
- Installation allowance of ½ initial monthly basic salary.
- Start and End of Contract paid transportation from residence to theatre and return.
- Two days of annual leave per month.
- 5 days "Leave from Theatre" and 2 days of travel plus reimbursement of travel expenses up to 1250 Euro for every 6 months spent in Theatre.
- Medical Insurance from Cigna (including death and disability coverage), small fee charged plus 50% of monthly premium covered by RS HQ.
- Free accommodation in the camp.
- Meals of good/reasonable quality available to purchase.
- Laundry is at a nominal charge through the contracted laundry company.
- Clothing Allowance of 400 Euro per year.
- Medical and Immunization package prior to deployment.

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

<https://jfcbs.nato.int/resources/site2512/General/Documents/general-information-applicants.pdf>

Application form can be found at: <https://jfcbs.nato.int/rsm/jobs>

IF APPLICANTS DO NOT MEET ALL ESSENTIAL CRITERIA, THEY SHOULD NOT APPLY AS THEIR APPLICATION WILL NOT PROGRESS TO THE INTERVIEW STAGE.

We also do not accept Resumes or CV's in lieu of the official RS Application form as noted in the "*General Information for Applicants*"