IS047: System Administrator / Helpdesk Operator

Post No IS047/ Ref. No 2026_00581

JOB DESCRIPTION (See link to the full job description in the blue box)

- Broad experience in the IS field, and more particularly in networking and telecommunications.
- Formal training and experience in the area of Information Technology (IT) with particular emphasis on Network System Technology, data processing and office automation systems, System Security, problem solving, troubleshooting and direct end-user support, as well as experience in giving guidance and assistance to end-users of such systems.
- In-depth knowledge in the area of network and telecommunications technology, including the standards applicable and the software/hardware environments and architecture used in implementing them.
- Experience in providing 1st and 2nd level support via phone and remote access technologies.
- Experience in managing MS Active Directory and related domain infrastructure.
- Knowledge of Network Monitoring tools and Cisco Operating Systems.
- Very good knowledge of Wi-Fi networks and VTC systems.
- Experience in network cabling projects and general electricity standards.
- Ability to prepare and write system documentation.
- NATO's official languages are English and French. The work of this post requires fluency in English, while working knowledge of French is desirable.

WHAT DO WE OFFER?

- Multicultural environment
- Initial three year contract with competitive monthly tax-free salary (subject to Article 19 of the Ottawa agreement on exemption of Taxation)
- Additional benefits for expatriate staff including expatriation and education allowances (where applicable) and additional home leave
- Excellent health coverage
- Great work/life balance
- Generous annual leave of 6 weeks plus official holidays
- Pension Scheme

POST DETAILS

- Basic monthly salary:EUR 6 813.89, tax free - before insurance and pension contributions.
- This post is deployable. The incumbent of this post may be required to deploy or may be assigned to a remote location, to perform duties (inside or outside a theatre/deployment location) in support of Council approved operations/missions or in support of national or multinational operations/missions authorised by the Agency Supervisory Board of NSPO.

HOW TO APPLY?

All candidates (internal and external) should refer to the **FAQs** before applying.

NSPA internal candidates must submit additionally their latest completed **performance report.**

NSPA staff members of the same grade can submit a transfer request till 17 November 2026.

Applications sent via e-mail will be automatically rejected.

All application deadlines are based on the Central European Time (CET) zone.

IMPORTANT NOTES

Qualified redundant NATO civilian candidates of the same grade will be considered in

priority.
Interviews are expected to be held approximately six weeks after the application closing date. The Talent Acquisition and Development Office shall let you know in due course the outcome of the screening process.
Moreover, due to the broad interest in NSPA and the large number of potential candidates, telephone or email enquiries cannot be dealt with.
The Agency would appreciate it if addressee countries could provide their support by submitting candidates whose security clearance can be effected (or confirmed) rapidly and who could report for duty as soon as possible after selection.
NSPA as an employer values diverse backgrounds and perspectives and is committed to recruiting and retaining a diverse and talented workforce. NSPA welcomes applications of nationals from all Member States and strongly encourages women to apply.

EMPLOYMENT STATUS REQUIREMENT FOR CURRENT MILITARY OR ADMINISTRATION POST HOLDERS:

Please note that if you currently hold a military or administration post, you will be required to decide, in accordance with your national authorities' regulations, whether to retire or resign from your post, or apply for special leave from your national authorities. If you are invited to a preliminary interview, you will be asked to indicate your preference at that time as well.

IMPORTANT NOTE:

Your application should be submitted in one go and you **will not** be able to modify your data once submitted.