

LQ034: Technician (Service Desk)

Post No LQ034/ Ref. No 2026_00340

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

- Complete secondary school or equivalent education with at least two years of additional IT oriented formal education.
- Experience in providing support in a help desk environment normally acquired as a Junior Technician after five to seven years in the Agency or in a similar organisation.
- Familiarity with the utilisation of ticketing/incident management systems.
- Good knowledge of maintenance and supply practices and procedures.
- Proficiency in technical, administrative, and business writing and in the use of Technical Data (TD) publications.
- Ability to work independently, to be self-motivated, to work under stress and tight deadlines.
- Ability to communicate clearly, both orally and in writing.
- Knowledge of information systems at end-user level with experience in using personal computers and software packages.

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 4 723,81 , tax free - before insurance and pension contributions.
- The incumbent of this post might be required to work on shifts and undertake deployments, including duty travel, in support of NAGSF-approved operations/missions.

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 10 June 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.