

Helpdesk Customer Support (OS-26)

Post N° OS-26 / Ref. No. 10/2023

JOB DESCRIPTION - please click [here](#).

The Operations and Support Programme Office (OS), a NSPA entity, is the executive body of the Support to Operations Directorate (O) of the Agency. 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. The incumbent is responsible to the Senior Logistic Officer for providing logistic support/wide range of administrative duties.

POST DETAILS

- This post is to be filled as of 01 January 2024.
- 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.
- This position is required for a limited time and the incumbent of this post will be offered a definite duration contract (until 31 December 2024).
- Due to the Programme Office's requirements to provide services 24 hours a day/7 days a week, the incumbent of this post will be required to work irregular hours to ensure continuity of service.

HOW TO APPLY?

All candidates (internal and external) should refer to the [FAQs](#) before applying.

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

NSPA staff members of the same grade can submit a transfer request till 5 February 2023.

Applications sent via e-mail will be automatically rejected.

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.

NSPA COVID MEASURES:

All vacancy announcements include the requirement to be fully vaccinated at the time of receiving the offer of employment. No offer of employment shall be made to

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Position category:
Operations

Grade:
NATO grade 8:B3

Minimum educational level:
Technical/vocational post-secondary education

Duty location:
Capellen, Luxembourg

Basic monthly salary:
EUR 4 678.30, tax free

Who can apply?:
NATO Civilian Staff and external candidates who are nationals of a NATO member country are invited to apply.

Application Deadline:
19 February 2023

Vacancy status:
Candidate selected

candidates who refuse, without a valid reason, to be vaccinated. No such requirements will be imposed on serving staff members (except for deployable positions).