

LN026: Chief of Section, Logistics Applications IT Customer Support

Post N° LN-26/ Ref. No 2025_00700

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

- A University degree in Information technology, computer sciences, Information Systems or equivalent education.
- Minimum eight years' experience in IT service delivery environments, with demonstrated responsibility for the planning, coordination, and delivery of customer-facing IT services in accordance with defined service levels and operational priorities.
- Demonstrated organisational and project management abilities so as to successfully work as leader of a multi-national/multi-disciplinary team (including consultants), dealing with complex, interrelated technical issues.
- Excellent interpersonal, communication, analytical and financial/budget skills, which bridge the gap between technology and business.
- Ability to facilitate/present persuasively and negotiate effectively to achieve desired outcomes.
- Ability to manage time and work effectively under pressure while producing quality products under short-notice deadlines.
- Ability to develop resourceful and effective solutions to problems (including personnel), focus on team performance goals and track metrics to measure performance improvements.
- Demonstrated ability and experience in creating and developing diverse, inclusive and high performing teams through the application of inclusive leadership principles and practice.
- Minimum three years' experience managing an IT service desk or equivalent service management function, including direct supervision of support staff, organization of shift-based operations, and oversight of daily service performance.
- Experience in current IT methodologies, standards and techniques, systems design, development, implementation and integration, selection and acquisition of systems and services, and management of projects.
- Ability to deliver training in a multi-national environment..

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 9 674.26, tax free - before insurance and pension contributions

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 20 April 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.