



Organisation for Joint Armament Co-operation Executive Administration

VACANCY NOTICE

Post	A053 - ICT SERVICE SUPPORT MANAGER
Grade	A3
Division	Information Division
Section	Information and Communication Technology Section
Management of Staff	2 Staff Members + 3 External Contractors
Location	Bonn, DE
Initial Contract Duration	3 years
Closing Date for Applications	23 September 2025
Start Date	01 January 2026 (a handover period of 2 weeks is required for this post preferably in the timeframe cw 49 to cw 51)
Interview Date	Week commencing on 20 October 2025

1. Background

The Information Division (ID) is responsible for providing services related to Information and Communication Technology (ICT) and Information Management (InfoMgmt) to support and enable the Programme Divisions and the Central Office to carry out the core activities of OCCAR-EA efficiently and effectively.

This includes all matters relating to ICT and InfoMgmt, including the management of IT infrastructure, cybersecurity, data protection, digital communication systems, collaboration tools, software applications, knowledge management, data governance, and ensuring the secure and compliant handling of all information across OCCAR-EA.

In this vacancy, OCCAR is seeking a highly qualified IT Service Support Manager for the ICT Section, with a versatile skill set that combines solid experience in Service Operations, proven expertise in managing effectively user support teams (Helpdesk), and strong experience and knowledge in IT procurement and asset management.

2. Duties and Responsibilities

The ICT Service Support Manager acts as the ICT Service Support Domain team leader and reports directly to the ICT Section Leader.

Responsible for Asset Management and procurement; resolving complex and everyday service requests relating to client computer, server, network hardware and software problems and malfunctions; interacting and consulting with clients to their satisfaction; providing guidance, assistance, and follow-up on client inquiries and defining and assisting in the implementation of desktop hardware and software. They supervise and coordinate the activities of contracted personnel who assists in providing ICT support.

In particular, they are responsible for:

- Client configuration, deployment, maintenance and documentation;
- Service Desk Management, Incident Management, Problem Management;
- Procurement of Hardware and Software;
- Management of ICT property items (ICT Asset Management);
- Overseeing and management of contracted ICT Help Desk personnel;
- Overseeing and management of contracted Administrative (budget, procurement) personnel;
- Lead and direct the ICT Support Technician in Paris;
- Coordinating ICT Help Desk support with ICT personnel in other sites, e.g., ICT Focal Points;
- Managing outsourced ICT support contracts. Lead and direct Helpdesk external contractors;
- Monitoring budgets and supports ICT Section Leader with ICT budget development and management;
- Supporting all Programme Division related applications;
- Assisting the System Administrator, the Network Technology Manager, the ICT Security Manager and the Database Administrator in managing, improving and maintaining the ICT systems;
- Providing the users with technical manuals, support, training and documentation;
- Assisting internal users in determining required system enhancements;
- Verifying that the implemented systems meet the relevant technical requirements;
- Maintaining the ICT knowledge base;
- Assisting the Asset Manager regarding ICT relevant items on all OCCAR sites;
- Support the budget building process for the ICT Plan and perform constant review of the funds available for the budget in execution;

- Coordination and Preparation of the ICT Focal Points Meetings in accordance with Section Leader instructions;
- Managing and update the ICT Section's Intranet pages;
- Managing, technical preparation, and refurbishment of the Bonn meeting rooms, as required;
- Deputise ICT Section Leader when required;
- Responsible for translating business needs into ICT solutions, in collaboration with the Network and Communications Engineer, ICT Systems Administration Manager, ICT Database Administrator and ICT Security Manager and under the coordination of the ICT Section Leader;
- This position requires availability for duty travel to support the organisation's multinational sites across Europe;
- Additional tasks as defined by ICT Section Leader and Head of Division.

3. Key competences and skills required for the grade

(You must provide evidence of meeting these key competences and skills in your Application, Section 12).

- CS 1** The ability to establish and maintain excellent working relationships at all levels in a multicultural context and with respect for diversity;
- CS 2** Excellent interpersonal and team working skills with the ability to interact and communicate at all levels within OCCAR as well as with Nations;
- CS 3** The ability to work in a changing, developing and demanding environment;
- CS 4** The ability to implement clear, efficient and logical approaches to work, to manage assignments, objectives and time;
- CS 5** The ability to use Computer and Information Technology (ICT) facilities and be able to demonstrate a good working knowledge of MS Office software.

4. Specialist knowledge and experience required for the post

(You must provide evidence of meeting these specialist requirements in your Application, Sections 10 and 11).

4.1 Essential:

- ES 1** 5 years of hands-on experience in delivering IT Service Support in multi-national environments, preferably following ITIL best practices. This includes supporting users on classified networks within Windows 11 client infrastructures integrated into Active Directory environments and providing centralised services. Excellent Knowledge in Microsoft productivity applications (specifically Office) and Adobe PDF Products administration is required;

- ES 2** Practical and proven experience in managing IT ticketing systems and resolving complex service requests using remote desktop tools. Demonstrated expertise in Microsoft tool client lifecycle management and the use of centralised platforms for automating software deployment, device configuration, and asset tracking;
- ES 3** Demonstrated experience in leading and managing external technical staff responsible for Helpdesk operations and IT procurement support, including task prioritisation, performance monitoring, and ensuring alignment with service delivery objectives and procurement procedures;
- ES 4** Proven experience in managing the full IT procurement lifecycle and asset management, from procurement initiation and technical justification through product receipt, approval, and ongoing asset lifecycle oversight;
- ES 5** Demonstrated experience in supporting the preparation of multi-annual IT budgets and managing expenditures during budget execution, with a strong and up-to-date understanding of IT licensing models. The role also requires extensive experience in dealing with and negotiating with IT vendors to ensure cost-effective procurement and alignment with strategic and financial objectives.

4.2 Desirable:

- DS 1** Proven experience and excellent knowledge in delivering services, deploying software, controlling assets and responding to incidents through the ACMP (AAGON) system management platform;
- DS 2** Proven expertise on all the Microsoft environment, especially in the following: Microsoft Volume licensing Service Centre, Windows 11, Active Directory, Remote Desktop Services, Quick Assist, Office 2021, Intune/endpoint manager, MS365 Admin Centre, MS Teams, Entra Id and Share Point; Proven experience and excellent knowledge on managing budget and assets through MS AX 2009 and Dynamics 365;
- DS 3** Demonstrated experience in delivering end-user training on IT tools, including the preparation of training materials, technical documentation, and user manuals, as well as conducting structured training sessions;
- DS 4** Solid knowledge and experience with collaboration tools (e.g., Cisco VTC, Jabber, Webex), Adobe and Drupal CMS. Strong understanding of network technologies (LAN, WAN, DNS, DHCP), VoIP, VPN, and secure internet communications (HTTP/S, firewalls, proxies, intranet/extranet);
- DS 5** Knowledge and experience in configuring end-user IT assets and setting up meeting room infrastructure, including audio-visual components (e.g., speakers, displays, microphones), network equipment (e.g., switches, connectivity boxes, cabling), and mobile AV equipment for events and presentations).

5. Language Requirements

- ADVANCED level¹ of ENGLISH both oral and written.
- INTERMEDIATE level of German (oral and reading) would be an asset.
- Additional knowledge of another OCCAR Member or Participating State's language will be considered as an asset.

6. Qualifications

A university degree or equivalent in the ICT field (e.g., Computer Engineering degree). Minimum requirement: EQF-6 (Level 6 of the European Qualification Framework).

Alternatively, a certified IT professional qualification (EQF-5) combined with a proven track record of at least seven (7) years in activities directly related to the described tasks.

Certifications relevant to the qualifications outlined above will be considered an asset in the evaluation of applicants for this vacancy.

7. Security Clearance

Security clearance at OCCAR Secret level is required for this post.

8. Applications and Points of Contact

For further information regarding this Post, please contact:

Manuel GOMEZ DE OLEA (ICT Section Leader)

Email: manuel.gomezdeolea@occar.int

Applications for this Vacancy Notice should be submitted through the appropriate National Administrations.

OCCAR Privacy Statement:

When applying for an OCCAR vacancy, it is necessary for OCCAR to collect and process personal data about you in order to assess and evaluate your suitability for the vacancy, and (if successful) to coordinate with relevant service providers in preparation of your appointment. For further information please visit our web-site: OCCAR Privacy Statement - <http://www.occar.int/privacy-data-protection>.

¹ The language levels can be found on the OCCAR website, www.occar.int Careers / Applying.