

26580 - LCCM - Camunda

Location: The Hague, the Netherlands.

Period: 417 (start on 28 Oct. 2026)

Deadline: 22 Sep. 2026

Duties/Roles:

1) Operations and Maintenance (O&M)

- The Contractor shall provide O&M services ensuring support and toolset availability on 8 hours/365 days basis;
- The Contractor shall provide pro-active maintenance plan that shall be scheduled in advance in agreement with the Purchaser every 6 months, and shall provide preventive measures in order to reduce the risk of incidents (outages or degradations) of quality or performance.
- The Contractor shall plan and implement patches and hotfixes to the Camunda Platform.
- The Contractor shall plan, obtain, upgrade and Test Camunda to the NCIA approved versions in accordance with NCIA's Software lifecycle management programme.
- The Contractor shall plan test and upgrade Camunda's underlying Database technology.
- The Contractor shall test any modifications to the Camunda Platform.
- The contractor shall set up and change system users and system groups, including actions to create users, change passwords and security settings, and set up groups.
- The Contractor shall implement configuration management duties by documenting and maintaining the Camunda Platform.
- The contractor shall troubleshoot performance issues.

2) Workflow Development

- The Contractor shall draft the automation roadmap and governance and managements plans; coordinate and synchronise and update as necessary with approval from purchaser;
- The Contractor shall produce Camunda training documents, guides, materials and knowledge articles for the end-users.
- The Contractor shall engage and interact with other agency staff officers in order to identify and document user requirements;
- The contractor shall create and maintain Workflows in Camunda for User Interaction including all relevant react forms.

- The Contractor shall, based on the gathered requirements and Process Descriptions, develop BPMN/DMN models for automation.
- The contractor shall create Workflows in Camunda for data exchange between different third party applications.
- The contractor shall document all developments.
- The contractor shall troubleshoot data exchange errors and provide respective corrections.

3) Documentation and Training:

- Maintain comprehensive documentation for Cloud Operations processes, configurations, and workflows.
- Provide training and support to other staff as required for knowledge and information sharing.

4) Collaboration and Communication:

- Collaborate with relevant teams to ensure cohesive Workflow implementation.
- Communicate effectively with internal stakeholders to understand requirements and address concerns.

Skills, Knowledge, Experience Required:

Mandatory:

1) Experience:

- At least 5 years of experience developing Workflows using Camunda 7 or above including process modelling in BPMN and DMN and developing React Forms.
- Strong proficiency in Java development is essential, as Camunda is a Java-based platform; experience with Spring Boot for Camunda 7 and above or external task workers in other languages (e.g., JavaScript, Python) is valuable.
- Hands-on experience integrating Camunda with third-party systems using REST APIs, message queues, or connectors (including microservices).
- Familiarity with database interactions to enable data handling within workflow processes.
- Skills in using Git and CI/CD tools for deploying, testing, and maintaining automation solutions.
- Experience in end-to-end process automation and improving business process efficiency using Camunda tools.
- Understanding of system integration techniques, including SDKs, APIs, message brokers, and Camunda's connectors (reusable integrations) for seamless third-party communication.

- Knowledge of Camunda's architecture—how process models are executed natively and how the platform supports rapid improvement and agile delivery.

- Ability to analyze complex business workflows and automation requirements, then design and implement appropriate solutions.

- Troubleshooting skills for diagnosing and resolving issues in process automation and integrations

2) Communication Skills:

- Excellent written communication for reporting and documentation.

- Effective oral communication and stakeholder engagement.

- Presentation of security posture and compliance status to senior audiences.

3) Stakeholder Engagement:

- Comfortable liaising with SAAs, PMs, and operational authorities.

- Capable of conflict resolution and negotiating accreditation paths.

4) Language and Clearance:

- Fluent in English, both spoken and written.

- French language proficiency is an asset.

- NATO Secret Security Clearance or national equivalent required.

5) Communication and Collaboration:

- Excellent communication skills to effectively collaborate with IT teams, stakeholders, and end-users.

- Ability to document processes clearly and provide training.

6) Organizational Skills:

- Strong organizational skills to manage multiple tasks and priorities effectively.

7) Team Collaboration:

- Ability to work effectively as part of a team and share knowledge and resources.

- Willingness to collaborate with colleagues to solve complex issues.

8) Others:

- The individual has strong customer relationship skills, including negotiating complex and sensitive situations under pressure.

- Full proficiency in the English language. French language proficiency is of advantage.

- The individual must have the nationality of one of the NATO nations.

- The individual must possess a NATO Secret Security Clearance or national equivalent.

Required Level of Security Clearance:

NATO SECRET.