

26731 - IT Transition and Assurance Manager

Location: Braine-l'Alleud, Belgium.

Period: 395.2 (start on 09 Dec. 2026)

Deadline: 04 Nov. 2026

Duties/Roles:

Portfolio, programme and project support

- Provides administrative services to project boards, project assurance teams and quality review meetings;
- Uses recommended portfolio, programme and project control solutions for planning, scheduling and tracking;
- Sets up project files, compiles and distributes reports;
- Provides guidance on project management software, procedures, processes, tools and techniques.

Organisational capability development

- Contributes to identifying new areas of capability improvement within the organisation which may be enhancements to skills, technology or processes;
- Develops and maintains a detailed knowledge of capability improvement approaches and techniques and selects appropriate approaches for the organisation;
- Carries out capability improvement assignments, such as maturity or performance assessments to identify strengths and weaknesses;
- Selects and prioritises improvement opportunities, generates buying and plans improvement activities justified by measurable organisational benefits;
- Offers support, guidance, advice and suggestions to help continual improvement activities.

Additional duties for this post:

- Assist in the creation of the Agency's Service Transition strategy, plans, and policies, ensuring alignment with business objectives and industry best practices;
- Provide Transition Planning and Support guidance to programme and/or projects;
- Ensuring that transition activities are planned and executed in a timely manner.
- Review and update project proposals for inclusion of Transition planning and support activities;

- Supports Senior Transition and Assurance Manager with developing strategies and templates for the implementation and evaluation of IT Transition Planning and Support.

Deputise for Senior Management when required.

Skills, Knowledge, Experience Required:

Mandatory:

- A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 2 years post-related experience.
- Or exceptionally, the lack of a university degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCIA, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- Minimum of 2 years experience in Service Management within a medium-large organisation
- Extensive experience in Service Transition Management across multiple industries
- Demonstrated experience in providing advice on the application of relevant Service Management and Service Improvement techniques to various functions or processes;
- Demonstrated ability to manage time effectively and work under pressure while delivering high-quality outcomes in Transition and Assurance;

Ability to evaluate risks and formulate corrective and improvement plans;

- Demonstrated ability to communicate clearly and professionally, both verbally and in writing, with strong briefing skills and the ability to report at a senior level.

Desirable:

- Prior experience of working in an international environment, comprising both military and civilian elements.
- Knowledge of NATO responsibilities and organisation, including ACO and ACT.

Training/Certifications:

- ITIL Certification
- PRINCE2 Certification, or equivalent Project Management certification.

Required Level of Security Clearance:

NATO SECRET.