



JOB DESCRIPTION

Post Details:

Post Title:	Engineer (ICT Systems)	Organisational Element:	DCSU, CIS Support Unit Norfolk
Military/Civilian:	Civilian	Location:	Norfolk, USA

Organisation context:

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO).

To strengthen the Alliance through connecting its forces, the NCIA delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

Organisational Element Statement of Functions:

NCIA CIS Support Unit (CSU) Norfolk (USA) is responsible to manage, deliver and maintain assigned Communications and Information Systems (CIS) products and services for Agency customers during peacetime, crisis and war throughout its assigned AOR and as otherwise directed. As the local service provider and Service Management Authority for SACT and JFCNF it supports the NCIA in delivering secure, reliable end-to-end services under the Enterprise Service Delivery Model (ESDM).

Job role description:

An Engineer (ICT Systems) is responsible for the implementation and maintenance of ICT end systems within an organization. They handle tasks related to configuring hardware and software, managing computers and networks devices, troubleshooting technical issues, ensuring data security and system reliability, and provide technical support to end-users. They collaborate with various departments to understand their technology needs and optimize the organization's ICT infrastructure to support business operations efficiently. Their role is vital in ensuring that the user facing ICT systems function seamlessly, enabling effective communication, data management, digital operations and overall productivity across the organization.

Duties and Responsibilities:

Software configuration

- Designs, verifies, documents, amends and refactors complex software configurations for deployment.

- Contributes to the selection of the software configuration methods, tools and techniques.
- Applies agreed standards and tools, to achieve well-engineered outcomes.
- Participates in reviews of own work and leads reviews of colleagues' work.

System software

- Monitors system software metrics and adjusts configurations for optimum availability and performance.
- Reviews system software updates and identifies those that merit action.
- Configures system software for required functionality and performance.
- Investigates and resolves system software problems, requesting action from supplier if required.

Network support

- Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures.
- Ensures network configurations are applied to meet operational requirements in line with agreed procedures.
- Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports.

Systems installation and removal

- Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client.
- Develops procedures and standards for installation and handover to maintain and improve the installation service.
- Schedules installation work around client priorities and resource availability.
- Ensures adherence to established safety and quality procedures.

Release and deployment

- Assesses and analyses release components for input to release scheduling.
- Maintains and administers tools and methods for software delivery, deployment and configuration.
- Maintains release processes and procedures.

Additional duties for this post:

- Provide technical leadership to a team of application technicians, including task coordination, mentoring, and oversight, while supporting the planning and execution of NATO exercises.
- Ensure availability, performance, security, and interoperability of assigned Community of Interest (COI) /Functional Area Services (FAS), through proactive monitoring, troubleshooting, vulnerability management, and system optimization.
- Develop and maintain technical documentation and automation solutions, while delivering user support and coordinating with stakeholders to align services with operational requirements.

Education, Experience and Training (essential):**Education:**

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:

- Extensive experience in the analysis, implementation, and administration of assigned Community of Interest (COI) / Functional Area Services (FAS), databases, and other applications, including system and service optimization to meet specific user and operational requirements.
- Proven experience serving as a Subject Matter Expert (SME) for Functional Area Services, including System Administration Lead for NATO Community of Interest Command and Control (C2) systems.
- Strong experience in the design, installation, management, and administration of enterprise Microsoft SQL environments, along with other database solutions such as Oracle. Ability to apply this expertise to ensure effective configuration and interoperability of information systems.
- Solid understanding of enterprise IT services, including DNS, Active Directory Federation Services (ADFS), and other critical network services supporting business operations.
- Proficiency in at least one scripting language (e.g., PowerShell, Python, Bash, or JavaScript) for automation of deployments, administrative tasks, and operational procedures.
- Demonstrated experience in troubleshooting applications, operating systems, and database-related issues, along with performing regular system maintenance.
- In-depth knowledge and hands-on experience in Windows & Linux server administration, including system configuration, performance tuning, security hardening, and troubleshooting in enterprise or mission-critical environments.
- Extensive experience in configuring both hardware and software components.
- Strong understanding of ICT systems, with the ability to work independently and solve complex technical problems.
- Proven experience providing technical support and resolving issues for end-users in a professional and efficient manner.

Education, Experience and Training (desirable):**Experience:**

Practical experience managing COI/FAS in support of NATO exercises, including implementing complex configurations to ensure interoperability between different operational commands and national elements.

Training/Certifications:

- Training in Command and Control (C2) applications, including LandC2 (SitaWare), AirC2 (ICC), and MaritimeC2 (MCCIS), as well as other COI/FAS domains such as Logistics, Intelligence, Plans, Operations, and Geospatial.
- Red Hat Enterprise Linux certification.
- Microsoft SQL Server and Oracle Database training and/or certification.
- Proven experience in regularly identifying and mitigating security vulnerabilities.
- ITIL Foundation certification.
- Knowledge of NATO structure, responsibilities, and organizations, including ACO and ACT.
- Working in an international environment comprising both military and civilian personnel.

Behavioural competencies:

- *Deciding and Initiating Action* - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
- *Relating and Networking* - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.
- *Delivering Results and Meeting Customer Expectations* - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

Language:

A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.

NOTE: Most of the work of the NCIA is conducted in the English language.