



JOB DESCRIPTION

Post Details:

Post Title:	Senior Technician (ICT Systems Operations, Administration, and Maintenance)	Organisational Element:	CIS Support Unit Norfolk
Military/Civilian:	Civilian	Location:	Norfolk, Virginia, United States of America

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:

CSU Norfolk enables end-to-end CIS services, installing, operating, maintaining and supporting the full range of CIS capabilities during peacetime, crisis and war throughout its allocated Area of Responsibility (AoR).

The Service Operations Branch (SOB) is responsible for providing local support to the provision of CIS services in transition, operation and maintenance of all assigned Core and, where tasked, Joint Intelligence Surveillance and Reconnaissance Services, Service Support and Business Applications and CIS systems direct support of local and remote customers in accordance with SLAs and other agreements. Under coordination of the NCIA's Enterprise Service Operations Center (ESOC), SOB directs, coordinates, supervises and executes all local Service Operation activities required in support of all Service Lines. SOB provides local Level 1 and 2 support, directly or as directed by the Enterprise Services Operations Centre and/or in coordination with the appropriate service lines. SOB contributes to Continual Service and Process Improvement and reports Key Performance Indicators to appropriate service lines. SOB is locally responsible for the installation, operation, maintenance and administration of assigned IT, Network, Cable, VTC, Voice and Video equipment, as well as all operating system, core and specific application software. SOB ensures physical Security is monitored and maintained, and Cyber Security activities are performed as delegated by Cyber Security SL. It coordinates the real-life support with the local hosting HQ. SOB contributes to Problem Management, Access Management, Event Management, Request Fulfilment, Release and Deployment, Test and Validation, Configuration Management and Change Management in support of appropriate Service Lines and in coordination with Service Management Branch. SOB is responsible for the provision of limited support to corporate customers within the CSU AOR. SOB is responsible for the development and continual improvement of Configuration, Problem, Change and

Release Management processes and procedures.

Job role description:

The Senior Technician (ICT Systems Operations, Administration, and Maintenance) is responsible for the operations, administration, and maintenance of information and communication technology (ICT) systems. He/she ensure that the systems are functioning properly, troubleshoot any issues that arise, and perform routine maintenance tasks. They also manage system backups, updates, and security protocols and might need to support end-users. The Senior Technician works closely with other members of the ICT team to ensure that all systems are integrated and functioning properly.

Duties and Responsibilities:

Systems integration and build

- Defines the software modules needed for an integration build and produces a build definition for each generation of the software.
- Accepts completed software modules, ensuring that they meet defined criteria.
- Produces software builds from software source code for loading onto target hardware.
- Configures the hardware and software environment as required by the system being integrated.
- Produces integration test specifications, conducts tests and records and reports on outcomes.
- Diagnoses faults and records and reports on the results of tests.
- Produces system integration reports.

Systems installation and removal

- Installs or removes system components using supplied installation instructions and tools.
- Conducts standard tests and contributes to investigations of problems and faults.
- Confirms the correct working of installations.
- Documents results in accordance with agreed procedures.

Facilities management

- Monitors compliance against agreed processes and investigates, assesses and resolves incidents of non-compliance, escalating where necessary.
- Grants users required physical accesses and monitors and reports on overall access control.

Hardware Installation and Support

- Assists in the design of hardware platforms; considers cost, performance, tools and operation systems.
- Participates in the installation of hardware platforms to ensure the effective delivery of IT services.
- Compares hardware platforms across one's own organization and their competitors.
- Adheres to guidelines and policies on hardware platform usage.
- Assists in changing hardware platforms, while maintaining minimal disruption to the clients programs.

Additional duties for this post:

- Exercise support (out of band support hours) and Project Support.
- Perform other duties as may be required.
- Deputize for higher grade staff, if required

Education, Experience and Training (essential):

Education:

Higher vocational training in a relevant discipline with 2 years post-related experience. Or a secondary educational qualification with 4 years post-related experience.

Experience:

At least 2 years' experience providing functioning support of hardware, software, networks and computers in large organizations.

Hands-on experience monitoring system performance.

Practical experience detecting and troubleshooting technical issues.

A strong understanding of ICT systems and the ability to work independently to solve problems.

Training/Certifications:

Education, Experience and Training (desirable):

Education:

Formal qualification in PC hardware repair and configuration;

Formal training in Local Area Network (LAN) and Public Area Network (PAN) computer operations.

Experience:

Knowledge of policy, procedures and organization of NATO CIS;

Working knowledge of ITIL processes and procedures;

Good working knowledge of ITU-T standards and recommendations;

Practical experience in diagnosing deficiencies in networks and associated equipment;

Experience in working in a Service desk environment;

Prior experience of working in an international environment comprising both military and civilian elements;

Knowledge of NATO responsibilities and organization, including ACO and ACT.

Training/Certifications:

Comptia A+, ITIL Foundation, SDI Service Desk Analyst.

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.
- *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.
- *Achieving Personal Work Goals and Objectives* - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities

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.