



NATO UNCLASSIFIED

Duty Location: **Norfolk, Virginia, USA**

JOB DESCRIPTION

Senior Technician (ICT Systems)

Directorate of CIS Support Units - CSU Norfolk

Grade: G10

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

To strengthen the Alliance through connecting its forces, the NCI Agency 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.

The Directorate of CIS Support Units (DCSU) is responsible to manage, deliver and maintain assigned Communications and Information System (CIS) products and services for the Agency's customers including NATO Headquarters (NHQ), the NATO Command Structure (NCS), NATO Force Structure (NFS), Nations and internal Agency users. DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Business Areas/Service Centers under the Enterprise Service Delivery Model (ESDM).

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 NCI Agency's Enterprise Service Operations Center (ESOC), SOB directs, coordinates, supervises and executes all local Service Operation activities required in support of all Business Areas. 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 Business Areas. SOB contributes to Continual Service and Process Improvement and reports Key Performance Indicators to appropriate Business Areas. 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 Business Areas 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.

Application Management Section (AMS) supports, maintains and operates locally installed core, functional and database application software. AMS ensures that the technical knowledge and expertise is available to manage assigned applications. AMS ensures the seamless integration of the new and existing applications. The Section ensures that appropriate KPIs are met and reports to Service Integration Section

and Business Areas in support of service transition and service operation on a regular basis. AMS contributes to Incident Management Level 1 and 2 support, Event Management, Access Management, Problem Management, Test and Validation, Release and Deployment, Configuration Management and Change Management in support of appropriate Service Lines.

Duties:

Under the direction of Engineer (ICT Systems), the incumbent will perform duties such as the following:

- Supports the installation, operation, management and maintenance of assigned Community of Interest (COI)/Functional Area Services (FAS), Databases and other Applications;
- Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments;
- Responsible for effective System Administration of NATO Community of Interest Command and Control (C2) systems, including Joint Tactical Chat (JChat), NATO Command Operational Picture (NCOP) and associated C2 systems such as the Land, Maritime or Air Command and Control Information Systems (LC2IS / MCCIS / AIRC2IS), and other NATO-Off-The-Shelf (NOTS) applications;
- Provides Application Management support to the software applications and tools which are used by the customer in the AoR and defined in Service Level Agreements (SLAs);
- Documents design and configuration of assigned applications and the required operating procedures;
- Contributes to the installation procedures and standards for hardware components of assigned systems;
- Implements procedures, tools and techniques for monitoring and managing the performance of applications and provides reports, as required;
- Responds to user requests for assistance and takes appropriate action to solve Community of Interest (COI)/Functional Area Services (FAS), Database and Application problems occurring in the CSU's AoR;
- Maintains and monitors database systems and support tools;
- Advises and supports day-to-day operation, control and monitoring of mission dedicated systems;
- Initiates and maintains liaison with other CSUs, Business Areas and other technical organizations;
- Investigates and proposes long term solutions to equipment and configuration problems;
- Deputises for higher grade staff, if required;
- Performs other duties as may be required.

Experience and 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.
- General background in administration of Communications and Information Systems (CIS) including pertinent training and practical experience;
- Prior experience and a good knowledge of working with bespoke applications, Community-of-Interest (CoI) services within an engineering environment;
- Current knowledge of advances in IS technologies and Service Management;
- Experience in System Administration of both Windows and Linux Server Operating Systems;
- Broad and sound technical knowledge and experience in distributed Information Systems as they are applied to modern Command and Control Information Systems (C2IS);
- Experience with MS SQL DB, other database packages, database queries and scripting;
- Experience in and a good working knowledge of Relational Databases management including backups, archiving and replication.

Desirable Experience and Education:

- Experience administering Functional Area Services such as JCHAT, JOCWATCH, ICC, JTS/FAST, LOGFAS, NCOP, TOPFAS, COREGIS, etc., as well as providing L1 support to a medium/big size community of users;
- Knowledge of Microsoft SharePoint Portal administration and troubleshooting;
- System and Web-based application troubleshooting and fault analysis;
- Knowledge of applications used to support service delivery such as system monitoring, event management, and performance analysis;
- ITIL Foundation Certificate;
- Experience in Service Operation in an Enterprise Service Delivery environment including practical use of service management tools (e.g. ITSM);
- Prior experience working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organisation, including ACO and ACT.

Language Proficiency:

- 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 NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

- 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.
- 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.
- Adhering to Principles and Values - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- 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.