

JOB DESCRIPTION

Senior Technician (Data Communications)

Chief Service Operations – Enterprise Service Operations Centre

Grade: **G10**

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 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 Chief Service Operation (CSO) is accountable for in year Service Operations across the NCI Agency's allocated Area of Responsibility (AOR). This includes signature authority for NCIA Agency orders involving deployment of staff and equipment in support of live operations and exercises, providing live operational situational awareness to senior executives and stakeholders (including the General Manager (GM) and Chief of Staff (COS)), and providing the coordination authority for day-to-day in-service support across the complete NCI Agency service portfolio. In addition, CSO is accountable for Asset Management and logistic support for all NATO owned CIS equipment and provides the principle NCI Agency interlocutor responsible for direct engagement and support to ACO's operational CIS community. The CSO's value proposition is to provide the NCI Agency's principle authority responsible for Service Transition, Service Operations, Asset Management and operational user engagement in order to provide the appropriate gearing between the NCI Agency's senior management, Service Owners (SO) and customers with a focus on maintaining service stability and managing change with a focus on the operational needs of all NCI Agency partners.

The Enterprise Service Operations Centre (ESOC) is subordinate to the CSO, provides up to Level 2 support for services in accordance with Service Level Agreements, and provides end-to-end visibility and incident resolution, including functional and managerial escalation. The ESOC controls, conducts and manages the day-to-day activities that efficiently and effectively deliver IT services at agreed service levels to customers in order to enable them to conduct their missions. Comprised of a core Level 1 staff provided by CSO with different Agency resource centres (Service Owners) providing Level 2 support organized within Service Support Cells (SSC) for the centralized services with a single 24/7 Operations Bridge located in Mons. The ESOC provides NCIA's single point of contact (SPOC) for all supported services.

The Service Operations Branch (SOB) is the largest component of the ESOC and encompasses the Command and Control Section, Centralized Service Desk and Network Control Centre. Combined with key staff from other Service Lines, these elements are the centralized Level 1 and 2 IT support to NATO.

The Network Control Centre (NCC) is responsible to the Chief Operations Centre for providing 24/7 control and monitoring of the NCI Agency operated systems and services. It provides full service management to include event and incident management as well as first, second level support and appropriate escalation following established processes for all NCI Agency assigned services to support operations and exercises.

Duties:

Under the direction of Head of Network Control Centre Section, the incumbent will perform duties such as the following:

- Supporting Incident Management process, dispatching incidents to the relevant technical elements for resolution and performing operational impact assessment determining services affected and users impacted.
- Providing technical first and second level support and assistance to SATCOM systems and services.
- Monitoring, controlling and conducting first and second level troubleshooting of SATCOM systems and services in support of all NCI Agency customers and NATO missions.
- Participates in the development and delivery of the required on-the-job training to other technicians.
- If required, deploy to alternate ESOC/SATCOM sites.
- If required, participate in training at the NCI Agency Academy and or SATCOM sites and SATCOM services provider sites as directed by SATCOM Service area owner.
- Deputise for higher-grade staff, if required
- Perform 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.
- At least 2 years' experience with, and knowledge of, SATCOM systems and or services.
- Professional experience and knowledge of telecommunications, network, information technology solutions and products.
- ITIL Foundation current certification or similar certification.
- Experience in service management (i.e. Incident, problem management, etc.) and customer support focused approach in a control centre environment and experience in management and use of related toolsets (e.g. ITSM).

Desirable Experience and Education:

- Previous experience working in a Network Operations Centre/Service Operations Centre;
- Spectrum Analyser;
- Network monitoring tools (e.g. DX SPECTRUM);
- Tactical Satellite Communication Training or equivalent;
- Satellite Communication Systems Operator-Maintainer or equivalent;
- Short Range DLOS Operator/Technician or equivalent;
- Cisco Certified Network Associate (CCNA) or equivalent;
- Data Centre Virtualization or equivalent;
- Deployable Communication Information System and Service Desk (DRAGONFLY) or equivalent;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, 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:

- 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.
- 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.