Duty Location: The Hague, NLD

JOB DESCRIPTION

Software Support Engineer
Command and Control Service Line
Grade: A-2

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

The NCI Agency has been established with a view to meet to the best advantage the collective requirements of NATO and its member nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

The Command and Control (C2) Service Line Chief is responsible for planning and executing all lifecycle management activities (design, transition and operations) for Joint/Maritime/Land C2 services (including: subject matter expertise; research and development; software engineering; acquisition; operations and maintenance; and, disposal) in the following C3 Community of Interest (COI) technical service areas: Land; Maritime; Joint; Special Operations; Environmental including Meteorological and Oceanographic (METOC).

The C2 Planning and Reporting Services Branch is responsible for the full lifecycle support of C2 planning and reporting systems. This includes responsibility for current operational systems including Tool for Operations Planning Functional Area Service (TOPFAS), Joint Operations Centre (JOC) Site, SEW, NNPS, NNCCRS, NATO Crisis Response System (NCRS), Planning and resource Allocation Tool (PlaTo)/LSID and CBRN Analyst. It is responsible for the acquisition of future planning and reporting systems, including the industrialisation of Tool for operations planning functional area service (TOPFAS), Chemical, Biological, Radiological and Nuclear (CBRN) Functional Services and support to the Tactical missile defence (TMD) FS. The branch also provides SME support to the Ballistic Missile Defense PO in the area of missile defence.

Duties:

Under the direction of the C2 Service Line Chief, but largely on their own initiative, the incumbent will perform duties such as the following:

- Perform analysis, design, implementation and maintenance of authorized software changes, related applications software and the integration/tailoring of vendor supplied components, following established procedures for quality, configuration control, testing, documentation and security;
- Support the development of new NATO capabilities by capturing and validating user requirements;
- Test software using relevant software engineering technologies and methods using the available tools to support the full software lifecycle;
- Be responsible for the maintenance and upgrading of the documentation of assigned software applications;
- Lead the transition of systems and services to the operational environment;
- Prepare and give briefings and presentations related to the projects;
- Interact with peers on other projects within and between Service Lines, and provide guidance and subject matter expertise;
- Supervise technical staff and contractors in the area of work;
- Liaison, as required, with system operational authorities in NATO, and with national POCs;
- Ensuring that customer relationships are managed through proactive rapid customer communication;
- Deputize for higher grade staff, if required;
- Perform other duties as may be required.

**Experience and Education:**
- A minimum requirement of a Bachelor’s degree at a nationally recognised/certified University in a related discipline (such as Computer Science) and 2 years post-related experience;
- At least 2 years’ hands-on experience in some (but not necessarily all) of the following areas:
  - Design, programming and testing of software for modern IT systems in a networked, distributed and production application environment;
  - Intensive product development experience, especially in a DevOps software factory;
  - ES6 frontend technologies such as React/Redux/D3js;
  - Backend Java application development stacks;
  - Automation tools such as Jenkins, Travis, Chef, Puppet, Ansible or Azure DevOps;
  - Agile or scrum way of working.
- The ability to communicate effectively orally in English, with good briefing skills;
- The ability to write effectively in English to produce technical documents such as technical notes, training material, reports, and reference documents.

**Desirable Experience and Education:**
- Experience in the following:
  - Containers, their orchestration and automation;
  - Service-oriented and micro-service architectures;
  - SQL Databases and No-SQL Database technologies
  - Scripting and/or software testing frameworks.
- Prior experience of working in an international environment comprised of 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:**
- Working with People - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
- Presenting and Communicating Information - Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- Applying Expertise and Technology - Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
- Creating and Innovating - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems
- Leading and Supervising - Provides others with a clear direction; motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

- 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