

JOB DESCRIPTION

Senior Technician (Customer Service Desk)

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). Moreover, CSO serves as signature authority for Agency orders involving deployment of staff and equipment to Operations and Exercises and is responsible for CIS operational situational awareness to the General Manager (GM) and Chief of Staff (COS). For new CIS services under transition into service, the CSO will execute Business Change Authority duties as delegated by the GM to prepare both the NCI Agency and the receiving operational community to sustain business continuity operations. CSO is to foster and sustain the highest levels of customer relationship with the operational User community. Additionally CSO is to exercise best business operations between the Operational User-facing CIS Support Units to the under-pinning infrastructure services delivered by the NCIA Service Owners (SOs). The coordination of the individual capabilities, client facing and also supporting, is carried out by the agency's own Enterprise Service Operation Centre (ESOC) of the CSO. CSO is responsible for all Asset Management and logistical support for all NATO owned CIS equipment.

The Enterprise Service Operations Centre (ESOC) sits under the CSO and 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. 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 Center. Combined with key staff from other Business Areas, these elements are the centralized Level 1 and 2 IT support to NATO.

The CSD is the 24/7 NCI Agency's Single Point of Entry (SPOE) for all CIS incidents and service requests relating to Agency's managed Services and Networks and it is capable of providing up to Level 1 support.

Duties:

Under the direction of Centralized Service Desk Section Head, the incumbent will perform duties such as the following:

- Provides superior customer service and responsiveness that inspires confidence with the customer;
- Applies advanced problem solving skills and experiences in problem fault resolution;
- Utilises and maintains standard operating procedures, processes and support documentation;
- Establishes strong working relations with customers and team members;
- Advices and assists less experienced analysts;
- Validates and assures that escalation processes are monitored for SLA compliance;
- Engages with other Business Areas, branches, corporate groups and service desks to improve service quality and SLA delivery;
- Deputize 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.
- Extensive experience in performing user administration in MS Active Directory and Exchange;
- Experience of Outlook configuration and administration, and troubleshooting, in an MS exchange environment;
- Extensive experience in end user support;
- Customer focus and service orientation as well as highly effective interpersonal skills in dealing with demanding customers under high workload.
- Good knowledge of and experience in the installation, maintenance and troubleshooting of OS Windows, MS Office, Visio, MS Project and Internet Explorer;
- Experience in the installation and maintenance of mobile computing solutions (e.g. VPN access, Notebooks, Remote Access and WLAN);
- Experience in demanding customer facing roles and in end-user support in general;
- Competency in call centre tracking tools;
- Prior experience supporting customers in use of application software;
- Proficiency in using support software tools;
- Strong experience with automating IT tasks and processes and procedures.

Desirable Experience and Education:

- Knowledge of Windows Server, Windows Operating Systems, MS Office, PC Hardware, Networking Hardware, Networking Protocols, Desktop Troubleshooting, Telephony, Network Security, SCCM software deployment, SCCM remote desktop management;
- ITIL Service Operations;
- Competency in call centre tracking tools;
- Customer service orientation and/or prior customer service training;
- Strong experience with automating IT tasks and processes and procedures;
- Courses/certifications in IT.
- Service Desk Analyst Certification.
- ITIL 4 Foundation
- ITSM – Incident Management
- ITSM – Request Fulfilment
- 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 English, both written and spoken, is essential and some knowledge of French is desirable.
- **NOTE:** The day to day work of the NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

- Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
- 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.