



JOB DESCRIPTION

Post Details:

Post Title:	Service-Owner Datacentre Infrastructure Services	Organisational Element:	NATO Infrastructure Services Centre (NISC)
		Job Family: Service Delivery	Service Delivery
Rank/Grade:	G20	Security Clearance Level:	NATO SECRET
Military/Civilian:	Civilian	Location:	Braine L'Alleud (Belgium)

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:

The NATO Infrastructure Service Centre (NISC) covers IT Services operations and maintenance, project management, subject matter expertise, in the following technical domains: Network Services (to include routing, switching and transmission services), infrastructure hosting, storage and processing, backup and restore, infrastructure networking, HW and SW management, databases and web hosting services, as well as identity management. NISC Services are provided throughout their lifecycle to both internal and external customers in both static and deployable settings.

The Datacenter (DC) infrastructure element of NISC is specifically in charge of the following services : infrastructure hosting, storage and processing, backup and restore, and management of the related hardware. Subject to future decisions the DC Infrastructure element may be broadened at a later stage to include the following additional services : service-oriented architecture services, databases and web platform services, as well as (enterprise) identity management.

Job role description:

The Service Owner is the single point of accountability for the end-to-end delivery of their services, though all stages of their life-cycles. This role is responsible for the end-to-end ownership and management of the assigned services within the organization, from business and financial perspective. He/she acts as the strategic leader, ensuring the service aligns with the business organization's objectives and delivers value to customers and stakeholders. He/she oversees the entire service lifecycle, from design and implementation to continuous improvement and eventual retirement. He/She collaborates with various teams, and leads a team comprised of Service Delivery Managers, engineers, technicians, to ensure seamless service delivery and adherence to service level agreements (SLAs). With his team He/She performs contract and vendor management, with support from the Acquisition directorate of NCIA. He/she makes critical decisions regarding service revenue streams, resource allocation, service enhancements, and risk management to ensure the service's success. He/she facilitates oversight on the execution of projects relevant to his area.

The Service Owner engages with business stakeholders, users, and IT teams to understand needs, address concerns, and foster strong relationships, with the ultimate goal to ensuring exceptional quality of the service delivered and alignment with the organization's strategic vision.

The context of this post is the reorganization and change of culture of the DC Infrastructure team and the strong need to firmly lead these changes. The required change of culture stems from the need to increase our collective level of readiness, and the need to outsource work to the best extent possible, including to the Cloud (note that using Cloud services only is one example of outsourcing).

These evolutions are unprecedented in NCIA and require a strong drive, leadership, and desire to achieve tangible results as laid out in the following specific duties.

General Duties and Responsibilities:

Service level management

- Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Ensures that service level agreements are complete and cost-effective across the catalogue of available services.
- Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained.
- Prepares proposals to meet forecast changes in the levels or types of services.
- Reviews service delivery to ensure that agreed targets are met.
- Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services.

Consultancy

- Takes responsibility for understanding customer requirements, collecting data, delivering analysis and problem resolution.
- Identifies, evaluates and recommends options.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
- Seeks to fully address customers needs and implements solutions if required.
- Enhances the capabilities and effectiveness of customers, by ensuring that proposed solutions are fully understood and appropriately exploited.

Technology service management

- Identifies and manages resources needed for budgeting, estimating, planning, developing and delivering a specified portfolio of technology services and systems.
- Engages with and influences stakeholders to ensure that services are developed and managed to meet agreed service levels, security requirements and other quality standards.
- Plans and manages the implementation of processes and procedures, tools and techniques for monitoring and managing the performance of technology services.
- Aligns the contribution of specified systems and services to clearly stated organisational and financial goals and performance targets.
- Recommends options for sourcing — whether in-house, outsourced, or a combination. – and implements options selected by his/her Line Management.
- Monitors performance of delivery teams and takes corrective action where necessary and in line with policies.

Continuity management

- Manages the development, implementation and testing of continuity management plans.
- Manages the relationship with individuals and teams who have authority for critical business processes and supporting systems.
- Evaluates the critical risks and identifies priority areas for improvement.
- Tests continuity management plans and procedures to ensure they address exposure to risk and that agreed levels of continuity can be maintained.

Stakeholder relationship management

- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external).
- Facilitates the engagement of stakeholders in support of the delivery of services and change projects.
- Acts as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders.

Specific Duties and Responsibilities:

Outsourcing management

- Be the champion of a change of culture to increase reliance on Industry for service provision,
- Execute outsourcing as per decisions made at Agency Corporate level and at the level of the Business Area Lead while making sure that the core skill sets are still maintained within the team
- Propose to the Business Area Lead additional options for outsourcing,
- Align and lead the evolutions of the DC Infrastructure Team to decisions made on outsourcing, and in particular drive the evolutions of the workforce composition, skillsets, and their required training,
- Leverage his/her knowledge and experience with Cloud services to guide the DC Infrastructure team through the major change entailed by moving some of their scope from on-premise 'traditional' to on-premise 'Cloud-based' services.

Efficiency management

- Determine requirements for effective business processes, through improvements in technology, information or data practices, organisation, roles, procedures and equipment.
- Determine areas where existing processes should change from analysing audit findings-
- Implement organisational standards within his/her services-
- Continuously ensure that each member of the team has an appropriate workload and is given clear tasks to achieve on a continuous basis.

Miscellaneous

- In case of outsourced services, the Service Owner assume the additional responsibilities of Service Broker
- Deputise for other staff if required.
- Perform other duties as may be required.

Education, Experience and Training (essential):

Education:

A Master's degree at a nationally recognised/certified University in a related discipline and 5 years post-related experience. Or a Bachelor's degree with 8 years post related experience.

Experience:

Proven experience (at least 5 years) as a Service Owner, IT Service Manager, or similar role, specifically in managing platform services.

Proven record of creating annual budgets and holding significant budget responsibilities.

Strong experience in Service Delivery, both on-prem and with Cloud services providers, in the area of DC Infrastructure, service-oriented architecture, databases, web hosting, and (enterprise) identity management.

Demonstrated ability to align IT services with business goals and drive business value.

Demonstrates adaptability and openness to change, effectively navigating evolving circumstances and priorities to ensure consistent and professional results

Knowledge of DC Infrastructure, service-oriented architecture, databases, web hosting, and (enterprise) identity management technologies, platforms, and best practices.

Experience in leading teams in an international environment.

Excellent communication, leadership, and interpersonal skills.

Training/Certifications:

ITIL Foundation,

Education, Experience and Training (desirable):

Experience:

Experience in selecting activities to be outsourced, and implementing outsourcing of such activities without negative impact to the service offering, while maintaining essential core skills within the team.

Experience in Project Management

Training/Certifications:

ITIL Practitioner

Project Management Certification (PRINCE2, PMP PMI or equivalent)

Behavioral competencies:

- *Formulating Strategies and Concepts* - Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.
- *Entrepreneurial and Commercial Thinking* - Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.
- *Leading and Managing* - Provides others with a clear direction ; motivates and empowers others; attracts and develops staff of a high calibre ; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

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.

Travel:

Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices;
May be required to undertake duty travel to operational theatres inside and outside NATO boundaries

Work Environment:

Office environment, except when on duty travel to operational theatres.

Supervises:

Directly supervises 5 staff who in turn supervise a team of about 40 staff.

Professional Contacts:

Normal contacts with other Agency stakeholders, Customers in the NATO Command Structure, NATO HQ Offices in charge of resources allocation and control, Industry