



JOB DESCRIPTION

Post Details:

Post Title:	Engineer (Digital Collaboration)	Organisational Element:	NATO Digital Workplace Centre
Military/Civilian:	Civilian	Location:	Braine L'Alleud, BEL

Organisation context:

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.

Organisational Element Statement of Functions:

NATO Digital Workplace Centre (NDWC) is accountable to the General Manager for the consolidated Agency consultation and collaboration services that comprise the current Digital Workplace, covering the operational NATO services, across all content classifications and security domains, for desktop computing, mail, instant messaging, video teleconference (VTC), content services platforms, telephony, printing and mobility services. Responsibilities also cover the organisation and support of all digital events, meetings and large-scale conferences for both the Agency and NATO stakeholders. Furthermore, the NDWC also has the responsibility for driving the future roadmaps of these services across the NATO Enterprise to enable a NATO Digital Workplace through new services.

The NDWC is led from its headquarter location in the Agency campus in The Hague (Netherlands). The majority of the technical staff and technical capabilities are located in Agency facilities in Mons, Brussels, Braine L'Alleud (Belgium) and Oeiras (Portugal).

The Shared Workspace (SWG) provides a persistent, shared conversational workspace that helps NATO staff initiate, organize and complete their daily work. The Shared Workspace Group aims to deliver added value services, in all security domains, to its customers both in NATO Enterprise and outside, that facilitates collaboration and consultation in real time audio and video, AV services and collaboration spaces, as well as screen to paper services for ordinary users and C2 community.

Job role description:

A Digital Collaboration Engineer is responsible for designing, implementing, managing, and optimizing collaboration tools and platforms within a digital ecosystem of an organization. They specialize in deploying

communication and collaboration software, such as video conferencing systems, team messaging applications, and document sharing platforms to create seamless virtual work environments. Their role involves configuring these tools to ensure coherent integration and user-friendly experiences, troubleshooting technical issues, providing user support, and staying up to date with the latest collaboration technologies, to enable teams to work cohesively, regardless of their physical locations, in order to foster a connected and productive digital work environment.

Duties and Responsibilities:**Systems design:**

- Follows standard approaches and established design patterns to create new designs for simple systems or system components.
- Identifies and resolves minor design issues.
- Identifies alternative design options and seeks guidance when deviating from established design patterns.

Systems integration and build:

- Provides technical expertise to enable the configuration of system components and equipment for systems testing.
- Collaborates with technical teams to develop and agree system integration plans and report on progress.
- Defines complex/new integration builds.
- Ensures that integration test environments are correctly configured.
- Designs, performs and reports results of tests of the integration build.
- Identifies and documents system integration components for recording in the configuration management system.
- Recommends and implements improvements to processes and tools.

Software configuration:

- Assists in designing, verifying, documenting, amending and refactoring moderately complex software configurations for deployment.
- Applies agreed standards and tools, to achieve a well-engineered result.
- Collaborates in reviews of work with others as appropriate.

Application support:

- Follows agreed procedures to identify and resolve issues with applications.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

Systems installation and removal:

- Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client.
- Develops procedures and standards for installation and handover to maintain and improve the installation service.
- Schedules installation work around client priorities and resource availability.
- Ensures adherence to established safety and quality procedures.

Specific duties for this post:

- Lead, mentor and motivate a team of IT professionals, ensuring high level of performance, engagement and continuous improvement. Fostering a culture of collaboration and knowledge sharing within the team.
- Oversee the end-to-end IT service management lifecycle, ensuring compliance with ITIL best practices. Manage incidents, service requests, changes, and problems to maintain high service availability and quality.
- Cultivate and maintain strong relationships with internal and external stakeholders, including NATO personnel, to ensure clear communication and alignment of IT services with business objectives.
- Lead IT projects from initiation to completion, ensuring timely delivery within budget. Coordinate cross-functional teams, manage resources, and resolve any issues that arise during project execution.
- Track and report on key performance indicators (KPIs), service-level agreements (SLAs), and team performance. Identify areas for improvement and implement corrective actions as necessary.
- Drive continuous improvement initiatives, evaluate emerging technologies and tools (including uniFLOW), and recommend enhancements to improve service delivery and operational efficiency.
- Ensure IT services are delivered in accordance with applicable security policies, compliance requirements (e.g., NATO regulations), and industry best practices.

Education, Experience and Training (essential):

Education:

A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 2 years post-related experience. Or exceptionally, the lack of a university degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCI Agency, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- Proven experience in leading IT service teams, ideally in a complex and high-security environment such as NATO or similar organizations.
- Strong background in ITIL processes and frameworks, with a deep understanding of IT service management and delivery.
- Experience with project management methodologies (e.g. Agile) and leading cross-functional teams.
- Familiarity with uniFLOW (Canon) or similar print management systems is a significant advantage.
- Sound knowledge of infrastructure, networks and IT service management tools.
- Strong leadership skills with the ability to inspire, motivate and manage a diverse team.
- Excellent stakeholder management skills, with experience working with senior management and external clients.
- Ability to make sound decisions in a fast-paced and high-pressure environment, balancing technical and business priorities.
- Strong interpersonal and communication skills.
- Strategic thinker with the ability to implement tactical solutions.
- Results driven with a focus on continuous improvement.
- High attention to detail and strong organizational skills.
- Ability to handle multiple priorities and adapt to changing demands.

Training/Certifications:

- Certified ITIL Foundation (intermediate or advanced certification is a plus).
- Project management certification (e.g. PMP, PRINCE2).

Education, Experience and Training (desirable):

Experience:

- Knowledge of NATO IT policies and procedures.

Training/Certifications:

- Additional certifications or qualifications in IT service management, security or related areas.

Behavioural competencies:

- *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.
- *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.
- *Creating and Innovating* - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.