



JOB DESCRIPTION

Post Details:

Post Title:	Principal Technician (Customer Service Desk)	Organisational Element:	CSU Brussels
		Job Family:	Service Operations
Rank/Grade:	G12		
Military/Civilian:	Civilian	Location:	Brussels, BEL

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.

The Directorate of CIS Support Units (DCSU), led by the Director, CIS Support Units, is the trusted collaborator for the Agency's global operational partners, overseeing the operational support functions essential for the delivery and maintenance of CIS communication and information services that are fundamental to NATO's overall mission and specifically to the local Command's mission. As a Directorate, the DCSU specializes in the delivery of essential CIS support services across the full range of CIS capabilities, operating as integral components of the Agency's service delivery and offering tailored assistance to ensure the effective setup, operation, and maintenance of critical communication and information systems across NATO entities, Nations and the Agency. The DCSU serves as a central hub for on-the-ground technical expertise, service portfolio management, and exercise support within the agency, serving as the face-to-face interface with customers everywhere the Agency operates and as such are attuned to their individual operational needs. DCSU supports its customers through the following delivery-focused value streams: 1) Manage, deliver and maintain assigned Communication and Information System (CIS) products and services for the NCIA's customers including NATO Headquarters (NHQ), NATO Command Structure (NCS), NATO Force Structure (NFS), NATO member Nations and internal Agency users. 2) Liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. The DCSU executes its core business through a by delivering catalogue services on behalf of the Agency's Business Areas, while delivering tailored non-catalogue services directly through local service agreements. Within this framework the DCSU holds key responsibilities fundamental to NATO's overall mission and specifically to the local Command's mission, providing the Agency's interface for supplying the C2 Catalogue of Services to customers that are planning and/or executing operations and exercises. It ensures that the Agency's responsibilities to deployed operations are met in line with the C2 arrangements, agreed Service Level Agreements (SLAs) and possible additional resources received through the Customer Request Form (CRF)/Price Proposal (PP) process. The unit provides the customer interface in a consultancy capacity to match/estimate customer requirements against those services available from the Agency. O&E is also responsible for the coordination, with the units and other elements concerned, of the budget committed to operations support and the coordination related to NCIA personnel's deployment. During major exercises, O&E leads the execution of customer requested services in coordination with the ESOC. The DCSU serves as the primary advisor to the Chief of Staff (COS) on matters related to operational service

delivery strategy, and is accountable to the GM for ensuring the Agency's delivery via units in 22 locations, spread across 12 countries and up to 8 different time zones. DCSU Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Business Areas under the Enterprise Service Delivery Model (ESDM).

Organisational Element Statement of Functions:

NCIA CIS Support Unit (CSU) Brussels, located in Brussels (BEL) is the primary Information, Communications and Technology (ICT) service provider for 24/7 support to the Secretary General, the International Staff (IS), the International Military Staff (IMS) and other Customers in the NATO Headquarters in Brussels. CSU Brussels enables end-to-end CIS services as it installs, operates, maintains and supports the full range of CIS capabilities during peacetime, crisis and war throughout its allocated Area of Responsibility (AOR) and as otherwise directed.

Service Support Branch (SSB) executes/contributes to Level 1 support of Incident Management and Request Fulfilment. This branch supports service provision to the local customer as defined in the SLA; this includes the end-to-end service, as well as proactive local Incident Management, Problem Management, Event Management. It also installs local software in support of release and deployment management in DAS and ensures that appropriate KPIs are met and reports to Service Lines and Service Management Branch on a regular base.

Job role description:

The Principal Technician (Customer Service Desk) 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;
- Creates, maintains, and utilizes standard operating procedures, processes and support documentation;
- Establishes strong working relations with customers and team members;
- Advises, assists, and manages a team of technicians;
- Validates and assures escalation processes are monitored for SLA compliance;
- Engages other Service Lines (SL's), branches, corporate groups and service desks to improve service quality and SLA delivery;
- Ensures that incident management process is working within the CSD, the Service Line, and between the Service Line and other support units;
- Administrative tasks such as: performance management, time accounting system, shift planning.

Duties and Responsibilities

Specialist advice

- Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.
- Actively maintains knowledge in one or more identifiable specialisms.
- Recognises and identifies the boundaries of their own specialist knowledge.
- Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Knowledge management

- Develops and implements knowledge management processes and behaviours.

- Provides advice, guidance, and support to help people to adopt and embed knowledge management.
- Contributes to the definition of policies, standards, and guidelines for knowledge management.
- Evaluates and selects knowledge management methods and tools.
- Promotes collaborative technologies, processes and behaviours to facilitate sharing of ideas and work-knowledge.
- Shares ideas and examples of existing practices.
- Implements knowledge management at programme, project and team level.

Incident management

- Ensures that incidents are handled according to agreed procedures.
- Prioritises and diagnoses incidents.
- Investigates causes of incidents and seeks resolution.
- Escalates unresolved incidents.
- Facilitates recovery, following resolution of incidents.
- Documents and closes resolved incidents.
- Contributes to testing and improving incident management procedures.

Performance management

- Provides operational direction, support and guidance to assigned colleagues.
- Allocates routine tasks or project work, in line with team objectives and individual capabilities.
- Monitors quality and performance against agreed criteria to make learning recommendations or to escalate concerns.
- Coaches colleagues in developing target skills and capabilities in line with team and personal goals.
- Facilitates effective working relationships between team members.

Professional development

- Assists practitioners with creating personal development plans.
- Advises on suitable development activities such as specific learning or experience to be gained.
- Monitors practitioners' continuing professional development records.
- Ensures achievements and enhanced capabilities are recorded and referenced to personal and organisational objectives.

Customer service support

- Monitors service delivery channels and collects performance data.
- Assists with the specification, development, research and evaluation of service standards.
- Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

Additional duties for this post:

- Creates, maintains, and utilizes SOP, processes and support documentation.
- Manages and keeps asset management records up to date throughout their lifecycle.
- Shift work or extended working hours may occasionally be required. Manages and keeps IM systems up to date.
- Deputizes for higher grade staff, if required.
- Perform other duties as may be required.

Education, Experience and Training (essential):**Education:**

Higher vocational training in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience.

Experience:

- Extensive knowledge of and experience in the installation, maintenance and troubleshooting of MS Windows 7, 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).
- Extensive experience in end user support in general.
- Customer focus and service orientation as well as highly effective interpersonal skills in dealing with demanding customers under high workload.
- 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.

Training/Certifications:

- ITIL 4 Foundation knowledge.

Education, Experience and Training (desirable):**Experience:**

- Prior experience of working in an international environment comprising both military and civilian elements;
- Support and implementation of Cloud-based Services;
- Experience of NATO responsibilities and organization, including ACO and ACT;
- Experience 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;
- Strong experience with automating IT tasks and processes and procedures;
- Management of a team from 2 to 5 technicians.

Training/Certifications:

- Service Desk Analyst Certification;
- Competency in call centre tracking tools;
- Prior experience supporting customers in use of application software;
- Proficiency in using support software tools;
- Customer service orientation and/or prior customer service training.

Behavioural competencies:

- *Integrity and Trust* - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- *Customer Focus* - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- *Motivating Others* - Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- *Drive for Result* - Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

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: While most of the work of the NCIA is conducted in the English language, this post requires a thorough knowledge of English (understanding, speaking, writing) and good knowledge of French (understanding, speaking).