



JOB DESCRIPTION

Post Details:

Post Title:	Senior Technician (Digital Communications Services)	Organisational Element:	CSU Brussels
Military/Civilian:	Civilian	Location:	Brussels

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.

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 NCI Agency'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 NCI Agency 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, 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.

Job role description:

A Senior Technician (Digital Communications Services) is responsible for maintaining and troubleshooting the digital infrastructure of an organization. This includes managing servers, networks, and other hardware and software systems that support the organization's digital operations. The technician ensures that all systems are functioning properly and efficiently and may work with other IT professionals to develop and implement new technologies to improve the organization's digital capabilities.

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.

Network design

- Specifies the technical configurations and components required for a small network or a network segment in a more complex infrastructure.
- Follows organisational architectures and standards.

Systems integration and build

- Defines the software modules needed for an integration build and produces a build definition for each generation of the software.
- Accepts completed software modules, ensuring that they meet defined criteria.
- Produces software builds from software source code for loading onto target hardware.
- Configures the hardware and software environment as required by the system being integrated.
- Produces integration test specifications, conducts tests and records and reports on outcomes.
- Diagnoses faults and records and reports on the results of tests.
- Produces system integration reports.

Network support

- Carries out agreed network maintenance tasks and specified operational configuration of network components.
- Establish and diagnose network problems/faults using the required troubleshooting methodology and tools.
- Uses network management software and tools to collect agreed performance and traffic statistics.

Additional duties for this post:

- Provide first and second line network support to the Service Centre;
- Perform diagnoses and resolve network incidents and problems;
- Install, replace, modify and configure network systems;
- Monitor network systems and proactively report and resolve potential network issues;
- Write Standard Operating Procedures to document network systems;
- Operate Cisco Identity Services Engine (ISE) to support client installations, moves and changes;
- Provide support and assistance during preparation and security assessments;
- Act as technical lead for standalone Internet lines and carrier connectivity;
- Supervise and escort external ICT providers;
- Take the technical lead for Passive Network Infrastructure (PNWI) related activities;
- Advise stakeholders on PNWI and Access Layers related questions;
- Work rapidly and accurately with minimal or no supervision in a demanding and dynamic environment;
- Plan, manage, coordinate and conduct work to meet quality targets;
- Take initiative to investigate, diagnose and resolve issues in a systematic approach;
- Maintain sound knowledge in the area of work;
- Assist his/her superiors and recommend solutions;
- Periodically provide on demand support outside of business hours that could require working on site;
- Deputize 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 2 years post-related experience. Alternatively, a secondary educational qualification with 4 years post-related experience.

Experience:

At least 2 years hands-on experience with the designing, implementing, and maintaining the core network architecture for large organizations.

Experience configuring, troubleshooting and optimizing routers, switches, firewalls, and other hardware/software networking elements.

Relevant communication and interpersonal skills.

Good analytical skills and problem-solving attitude.

Training/Certifications:

CCNA Certification

Education, Experience and Training (desirable):

Experience:

- At least 4 years' working experience with network support activities in the field of LAN switching;
- At least 4 year recent CCNA level working knowledge;
- At least 2 year recent experience with monitoring Cisco Prime;
- At least 2 year recent experience with Cisco ISE client devices resolution;
- At least 2 year recent experience with Cisco Wireless Access Points and related configurations;
- Recent experience with Microsoft IPAM;
- Recent experience with DNS and DHCP;
- Experience with communication interfacing of Crypto systems;
- At least 2 year experience with Passive Network Infrastructure systems
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Training/Certifications:

ITIL Certification

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.
- *Achieving Personal Work Goals and Objectives* - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities

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 NCI Agency is conducted in the English language.